



November 2024 - February 2025

PFAS Education Outreach Report

Carlos Quintero, General Manager
Justin Brazil, Director of Water Quality
Prepared by JPW Communications

Public Inquiry Dashboard Metrics

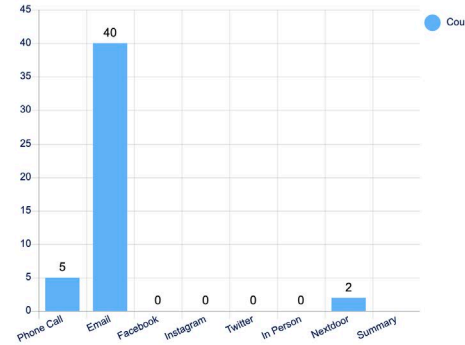
- Total inquiries: 47
- Most common topics:
 - Communication and Outreach (23)
 - Public Health and Safety (10)
 - Testing and Regulations (5)
- Most common contact methods:
 - Email (40)
 - Phone call (5)
 - Nextdoor (2)

Avg. Days to Assignment
Category
0.0
Count

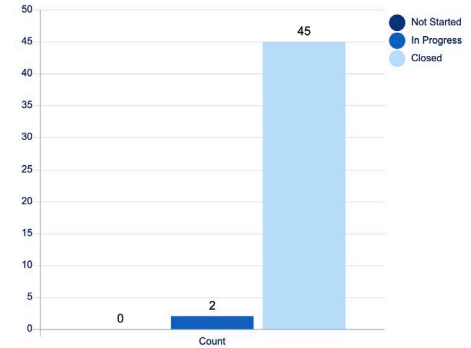
Avg. Days to Completion
Category
2.2
Count

Avg. Days in Progress
Category
2.2
Count

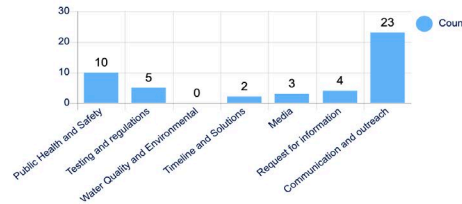
Request by Type



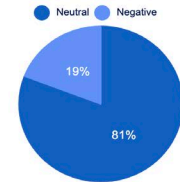
Request by Status



Type of Inquiry



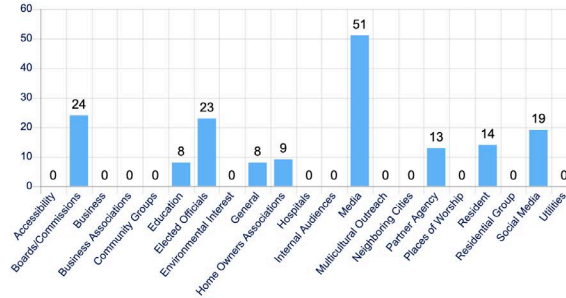
Inquiry Sentiment



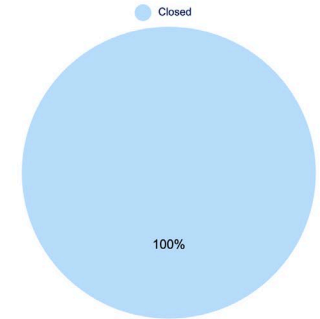
Public Involvement Record Metrics

- Total outreach contacts: 169
- Most common ways to contact:
 - Media (51)
 - Methods: Media coverage, press releases, news releases
 - Email (59)
 - Overall Social Media (39)

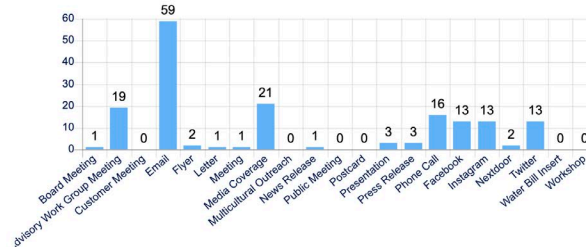
Type of Inquiry



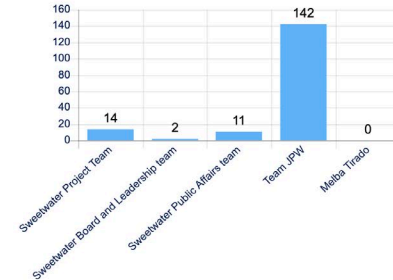
Contacts Status



Type of Contact



Team Member Who Contacted



PFAS Education Eblasts

- PFAS Education lists
 - There are a total of 103 PFAS Education subscribers
 - There are a total of 80 Community Advisory Work Group subscribers
- Eblasts sent to date
 - PFAS education: 9
 - CAWG promotion: 8



PFAS Education Webpage

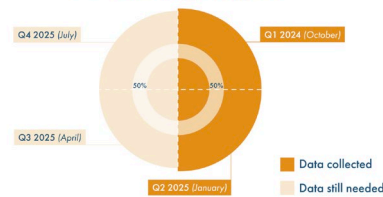
Timeframe: January 1, 2025 - February 20, 2025

Webpage

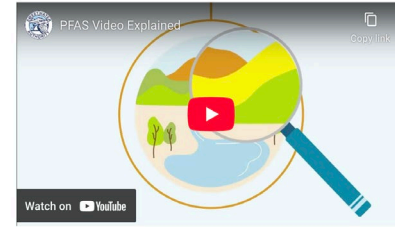
- Views: 704
- Active users: 272
- Views per active user: 2.59%
- Active engagement time per active user: 1 m 29 s

Q3 2025 (April 2025) and Q4 2025 (July 2025) We're required to complete two additional quarterly tests later this year to fully understand PFAS levels in our water, and potential solutions. As soon as information is available, we will share those results with customers. Moving forward, the Department of Drinking Water (DDW) will allow Sweetwater Authority to take an average of the quarterly test results to provide the full annual average.

PFAS Testing Progress



PFAS Education



Safeguarding Your Health and Water Quality

Sweetwater Authority is committed to keeping you informed about per- and polyfluoroalkyl substances, known as PFAS, which are man-made chemicals found in common household items that can make their way into water sources. PFAS is a widespread issue that water providers globally are working to address due to its prevalence in society.

In April 2024, the U.S. Environmental Protection Agency (EPA) issued new national limits on standards for six types of PFAS, requiring public water systems to complete initial monitoring by 2027 and comply with stricter contaminant thresholds by April 2029.

What comes next?

- Evaluating the best treatment approach: There are different ways to remove PFAS from water, such as state of the art filtration systems like ion exchange (IX) and granular activated (GAC). We are studying these options to determine the most effective and cost-efficient solution.
- Planning and Compliance by 2029: We are on track to meet the new federal standards and will keep you updated on our progress.
- Understanding the financial impact: Upgrading water treatment facilities will require investment. While we are working to secure outside funding, future rate adjustments may be needed. We are committed to keeping costs as low as possible for our customers.
- Keeping customers informed: As we learn more about long-term solutions, we will share updates and host community meetings to answer your questions. Here are ways we've committed to

What We're Doing Now

- ✓ **Ongoing Monitoring and Testing** – We are conducting regular testing to fully understand PFAS levels in our water supply. We have completed two of the four EPA required tests. We're committed to sharing results with customers transparently.
- ✓ **Exploring Treatment Options** – We are working with experts to determine the best long-term solution for removing PFAS, including different treatment technologies.
- ✓ **Seeking Funding and Cost Savings** – We are working with local, state and federal elected officials to pursue state and federal funding opportunities to help cover the costs of any necessary treatment.

What Comes Next?

- **Evaluating the Best Treatment Approach** – There are different ways to remove PFAS from water, such as ion exchange (IX) and granular activated carbon (GAC). We are studying these options to determine the most effective and cost-efficient solution.
- **Planning for Compliance by 2029** – We are on track to meet the new federal standards and will keep you updated on our progress.
- **Understanding the Financial Impact** – Upgrading water treatment facilities will require investment. While we are working to secure outside funding, future rate adjustments may be needed. We are committed to keeping costs as low as possible for our customers.
- **Keeping You Informed** – As we learn more, we will share updates and host community meetings to answer your questions.



Water Bill Notifications (Gabriel)

Water bill inserts

- Distribution

- Print: 4
- Email: 20



PROVIDING SAFE, RELIABLE WATER
 WINTER 2025


MAXIMIZE SAVINGS WITH SWEETWATER AUTHORITY'S REBATES AND RESOURCES

Sweetwater Authority is committed to helping customers use water efficiently while saving money. We offer a wide variety of rebates, grants, and resources tailored to meet your water conservation needs.

Our programs include rebates for plumbing repairs, landscape upgrades, and even car washes. Plus, don't miss out on unique opportunity rebates based on our partnership with the [Living Coast Discovery Center](#).

Take advantage of these programs today and make every drop—and every dollar—count. Visit us online to explore our full range of rebates and start saving now!

www.sweetwater.org/rebates

WORK FOR WATER

The Authority is actively hiring for a number of positions across the agency. If you're looking to dive into a rewarding career in the water industry and make a difference in your community, be sure to check out www.sweetwater.org/jobs to apply for current job openings and sign up for new job alerts.

HIGH SCHOOLERS: SUBMIT YOUR PHOTOS FOR A CHANCE TO WIN UP TO \$400!

Annual Photo Contest Now Accepting Submissions through March 14th

This year's high school photo contest's winner "Beauty in Black and White" encourages students to look at the ways we interact with water every day at home, in school, outdoors, and in our community.

All high school students living in the Authority's service area are eligible to enter. For details on the contest and to submit your photos, visit www.sweetwater.org/jhphotoscontest.



WE WANT YOUR PARTICIPATION

We encourage you to attend an upcoming Community Advisory Work Group meeting. The meetings are an opportunity to learn about and share your ideas on PFAS education, new projects and plans at the Authority. Your input helps us improve water services and infrastructure in our community.

Meetings are held monthly on the fourth Tuesday of every month and are open to residents, ratepayers, property owners, and members of the local business community.

We need your participation to make our community better!

Visit www.sweetwater.org/workgroup for details and to RSVP.



PFAS EDUCATION

Safeguarding Your Health and Water Quality

You may have recently heard about testing regulations related to PFAS in water treated from Sweetwater Reservoir. First and foremost, your water quality and safety are our highest priority. We want to assure you that Sweetwater Authority's water is safe to drink and meets all current federal and state standards and guidelines.

PFAS is a complicated topic, and an issue that water providers across the globe are facing since the substance is so prevalent in our society. It's found in everyday items like non-stick cookware, waterproof clothing, food packaging and more.

A small amount of two PFAS substances that exceed the level for public notification were detected in water treated from Sweetwater Reservoir. The levels do not require any treatment response at this time. The initial results are one of four data points needed to get a better picture of the situation and potential solutions. The Authority will conduct three more quarterly tests in 2025 (January, April and July 2025) to help obtain the full picture and confirm the exact levels of PFAS in the water supply.

Sweetwater is committed to engaging customers and the community about PFAS and is hosting four educational workshops in early 2025. More information about the workshops is posted on our PFAS education page at www.sweetwater.org/PPAS. For questions, call (619) 409-6786 or email PPAS@sweetwater.org.



[Learn more about PFAS](#)



PROPORCIONANDO AGUA SEGURA Y CONFIABLE
 INVIERNO 2025


APROVECHE AHORROS Y REEMBOLSOS CON RECURSOS DE SWEETWATER AUTHORITY

Sweetwater Authority está comprometida en ayudar a sus clientes a utilizar el agua de manera eficiente y al mismo tiempo ahorrar dinero. Ofrecemos una amplia variedad de reembolsos, subsidios y recursos diseñados para optimizar la conservación del agua.

Nuestros programas incluyen reembolsos por reparaciones de plomería, mejoras al jardín o incluso lavado de autos entre otros. Adicionalmente, el acceso al [reembolso](#) basado en nuestra relación con Living Coast Discovery Center. [Living Coast Discovery Center](#)

Aproveche estos y otros programas y haga que cada gota y cada dólar cuenten.

www.sweetwater.org/rebates

TRABAJAR PARA EL AGUA

Sweetwater Authority está contratando constantemente en sus distintos puestos. Si está buscando sumergirse en una carrera en la industria del agua y marcar una diferencia en su comunidad, asegúrese de visitar www.sweetwater.org/jobs para postularse en las distintas vacantes o para registrarse para recibir alertas de trabajo.

ESTUDIANTES DE SECUNDARIA: ENVÍA TUS FOTOS PARA TENER LA OPORTUNIDAD DE GANAR HASTA \$400!

El concurso anual de fotografía acepta solicitudes hasta el 14 de marzo

La fotografía ganadora de este año "Belleza en blanco y negro", alienta a los estudiantes a observar las formas en que interactuamos con el agua ya sea en el hogar, la escuela, al aire libre o en nuestra comunidad.

Todos los estudiantes de secundaria que viven en el área de servicio de Sweetwater, califican para solicitar. Para obtener más detalles sobre el concurso y enviar sus fotografías, visite www.sweetwater.org/jhphotoscontest.



QUEREMOS SU PARTICIPACIÓN

Le recomendamos que asista a la próxima reunión del Grupo de Trabajo CAGW. Las reuniones son una oportunidad para conocer y compartir ideas sobre educación en PFAS, proyectos y planes en Sweetwater. Su opinión nos ayuda a mejorar los servicios de agua e infraestructura en nuestra comunidad.

El grupo se reúne el cuarto martes de cada mes y está abierto a residentes, contribuyentes, propietarios y miembros de la comunidad empresarial local.

¡Queremos que su participación mejore nuestra comunidad!

Visite www.sweetwater.org/workgroup para obtener más detalles y para confirmar su asistencia.



EDUCACIÓN SOBRE PFAS

Salvaguardando su salud y la calidad del agua

Es posible que haya escuchado sobre las regulaciones de pruebas relacionadas con PFAS en agua tratada de la presa de Sweetwater. Primeramente, la calidad y seguridad del agua son nuestra máxima prioridad. Queremos asegurarle que el agua de Sweetwater es segura para beber y cumple con todos los estándares y normas federales y estatales actuales.

Las PFAS son un tema complicado y un problema que enfrentan los proveedores de agua de todo el mundo. Ya que la sustancia es muy frecuente en nuestra sociedad. Se encuentra en artículos cotidianos como: utensilios de cocina antiadherentes, ropa impermeable, envases de alimentos y más.

Se detectó una pequeña cantidad de dos sustancias PFAS que exceden el nivel de notificación pública en el agua tratada de la presa de Sweetwater. Los niveles no requieren ninguna respuesta al tratamiento en este momento. Los resultados iniciales son uno de los cuatro puntos de datos necesarios para tener una mejor idea de la situación y las posibles soluciones. Sweetwater realizará tres pruebas trimestrales más en 2025 (enero, abril y julio) para obtener una imagen completa y confirmar los niveles exactos de PFAS en el suministro de agua.

Sweetwater se compromete a informar a sus clientes y a la comunidad y organizará cuatro talleres educativos a principios de 2025. La información sobre los talleres está publicada en nuestra página de educación sobre PFAS en www.sweetwater.org/PPAS. Para preguntas, llame al (619) 409-6786 o correo electrónico PPAS@sweetwater.org.



[Learn more about PFAS](#)

505 Garrett Avenue, Chula Vista, CA 91910 • (619) 420-1413 • www.sweetwater.org
 Office Hours: 8:00 am - 5:00 pm, Monday - Friday
 To report emergencies, leaks, or suspicious activities at water facilities, call (619) 420-1413 (24 hours)
 We're hiring! Apply today at www.sweetwater.org/jobs



505 Garrett Avenue, Chula Vista, CA 91910 • (619) 420-1413 • www.sweetwater.org
 Horario de Oficina: 8:00 am to 5:00 pm lunes - viernes
 Para reportar emergencias, goteras o actividades sospechosas en las instalaciones de agua llamen al (619) 420-1413
 ¡Estamos contratando personal! Aplique hoy mismo en www.sweetwater.org/jobs



Social Media Metrics

	CAWG	PFAS Education Update	Workshop #1	PFAS Update	Workshop #2	Workshop #3	PFAS Education Video
Post							
Date Released	January 27	January 30	January 31	February 6	February 12	February 18	February 19
IG Views	209	92	131	227	481	54	84
FB Views	145	151	1482	130	107	119	-
X Views	43	37	71	260	20	26	-



PFAS Explainer Video

57 views on YouTube

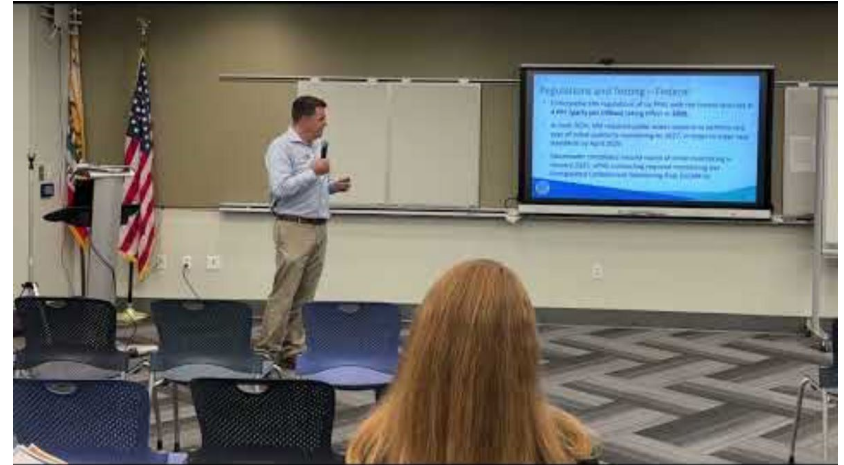


PFAS Education Workshops YouTube

[SWA PFAS Public Workshop 02.03.25 With Q&A](#)
46 views



[SWA PFAS Public Workshop 02.03.25](#)
62 views



PFAS Education Workshops YouTube

[SWA PFAS Public Workshop 02 19 25](#)

5 views

**posted on Feb. 25, 2025*



PFAS Education Workshops

- Hosted seven workshops to engage customers and the community about PFAS
- Workshops included presentations and Q&A sessions



Meeting Type/Format	Location	Date/Time	Attendees
Special Board Workshop	Sweetwater Headquarters	Dec. 12, 2024	15
Regular Board Meeting	Sweetwater Headquarters	Jan. 22, 2025	10
Community Advisory Working Group	Chula Vista	Jan. 28, 2025	9
Community Workshop #1	National City	Feb. 3, 2025	10
Community Workshop #2	Chula Vista	Feb. 13, 2025	10
Community Workshop #3	Bonita	Feb. 19, 2025	30
Community Advisory Working Group	Sweetwater Headquarters	Feb. 25, 2025	10



Post-Workshop Communication

Uploaded video recordings, PPT slides and FAQs to PFAS education website:

- Community Advisory Work Group: Jan. 18, 2025
 - [Meeting Slide Presentation](#)
 - [FAQs](#)
- Community Workshop #1 (National City): Feb. 3, 2025
 - [Meeting Slide Presentation](#)
 - [Video of Staff Presentation](#)
 - [Video Staff Presentation with Questions/Answers](#)
 - [FAQs](#)
- Community Workshop #2 (Chula Vista): Feb. 13, 2025
 - [Meeting Slide Presentation](#)
 - [FAQs](#)
- Community Workshop #3 (Bonita): Feb. 19, 2025
 - [Meeting Slide Presentation](#)
 - [Video of Staff Presentation](#)
 - [FAQs](#)



Outreach Activities Community Stakeholders

As part of our outreach efforts, we engaged key stakeholders to increase awareness and participation in PFAS education workshops.

- Pre-Community Workshops (Jan 2025):
 - Email Outreach:
 - Cities (2 rounds): Chula Vista, Bonita, National City
 - School Districts (2 rounds): Sweetwater Schools, Chula Vista SD, National SD
 - County (2 rounds): San Diego
 - Apartment Groups (1 round): SCRHA, San Diego ACCE Action, San Diego Tenants United
 - Flyers posted in: Bonita & Chula Vista public libraries
- Post-Community Workshops (Feb 2025):
 - Follow-up emails to stakeholders
 - Updated PFAS education website with meeting recordings & FAQs



Media Coverage

- Voice of San Diego, Dec. 10, 2024: [South County Report: 'Forever' Chemicals Discovered in South County Water](#)
- Chula Vista Today, Dec. 11, 2024: [Sweetwater Authority Clarifies Water Quality Concerns](#)
- Water Education Foundation, Dec. 11, 2024: ['Forever' chemicals discovered in South San Diego County water](#)
- Chula Vista Today, Dec. 11, 2024: [Sweetwater Authority Clarifies Water Quality Concerns](#)
- Water Education Foundation, Dec. 12, 2024: [Sweetwater Authority clarifies water quality concerns](#)
- ABC 10 News, Dec. 12, 2024: ['Forever chemicals' found in South Bay drinking water; big weather changes coming](#)
- Yahoo News, Dec. 13, 2024: ['Forever chemicals' detected in Sweetwater Reservoir](#)
- Fox 5 KUSI News, Dec. 13, 2024: ['Forever chemicals' detected in Sweetwater Reservoir](#)

NEWS > WAKE UP CALL



10News Wake Up Call: 'Forever chemicals' found in South Bay drinking water; big weather changes coming



VOICE of SAN DIEGO
Investigative Journalism for a Better San Diego

Subscribe Sign In Support Us Contact Us

SOUTH COUNTY

South County Report: 'Forever' Chemicals Discovered in South County Water

Recent tests discovered toxic industrial chemicals in Sweetwater Reservoir. Officials say the water is safe to drink but ratepayers are concerned. Treating the chemicals could cost \$40 million.

LOCAL NEWS

Sweetwater Authority Clarifies Water Quality Concerns

Agency emphasizes that detected PFAS levels are below thresholds requiring mitigation measures.

by Jennifer Sanchez December 13, 2024



Media Coverage

- Baja News, Dec. 13, 2024: [Toxic chemical detected in San Diego's drinking water](#)
- The Pinnacle Gazette, Dec. 14, 2024: [California Water Crisis Exposes PFAS Contamination Threats](#)
- Voice of San Diego, Dec. 17, 2024: [South County Report: What's in the Water](#)
- The Star News, Dec. 22, 2024: [Sweetwater Authority tests reveal 'forever chemicals'](#)
- The Star News, Jan. 24, 2025: [Agency will discuss safe water](#)
- Chula Vista Live Data, Jan. 28, 2025: [SWA - Community Advisory Workshop - 1.28.25](#)
- British Berkefeld, Feb. 11, 2025: [South County Report: Industrial Chemicals found in Sweetwater Reservoir](#)
- Voice of San Diego: South County Report, Feb. 11, 2025: [More Industrial Chemicals Found in Sweetwater Reservoir](#)
- The Star News, Feb. 24, 2025: [Agency will discuss safe water](#)



Sweetwater Authority tests reveal 'forever chemicals'

By Robert Fisher - 1/23/2024



Health - 14 December 2024

California Water Crisis Exposes PFAS Contamination Threats

Residents face uncertainty as toxic forever chemicals permeate water sources, raising health concerns and regulatory challenges

Recent tests have revealed concerning levels of PFAS, known as per- and polyfluoroalkyl substances, or "forever chemicals," in California's water sources, raising significant alarm among residents and officials.

Approximately 200,000 households in San Diego County depend on tap water provided by the Sweetwater Authority. A recent safety assessment flagged PFAS as present, albeit at levels below immediate regulatory action. "We have one data point. There is a lot of things we are waiting for," remarked Paulina Martinez Perez, chairwoman of the Sweetwater Authority, asserting the current water is safe to drink.

■ SOUTH COUNTY

South County Report: What's in the Water

Sweetwater Dam was an engineering marvel when it was built in 1888. Today, it needs expensive repairs and the reservoir it holds is drawing scrutiny. I took a behind-the-scenes tour to learn more.

■ SOUTH COUNTY

South County Report: More Industrial Chemicals Found in Sweetwater Reservoir

New testing shows rising levels of toxic PFAS chemicals in water sent to thousands of households in South San Diego County. Fixing the problem could cost tens of millions of dollars or require decommissioning the Sweetwater Reservoir.

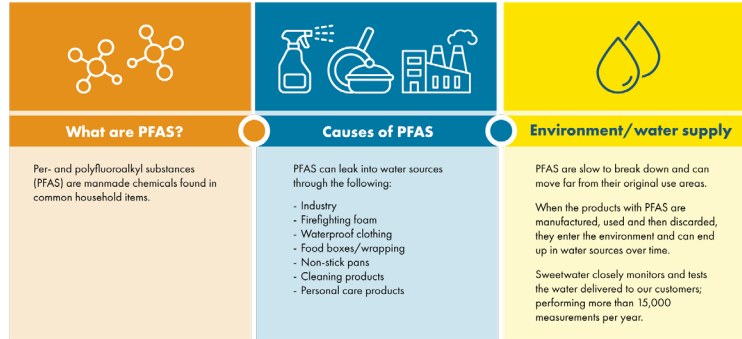
Toxic chemical detected in San Diego's drinking water

CALI - BAJA

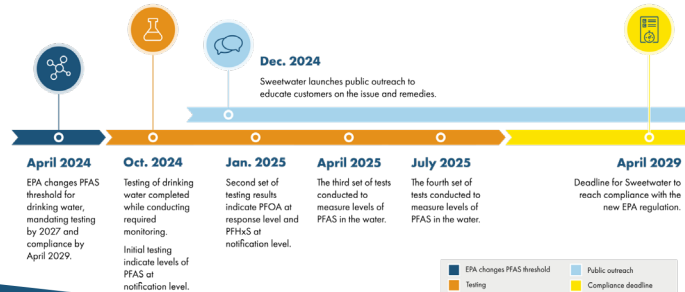
13-12-2024



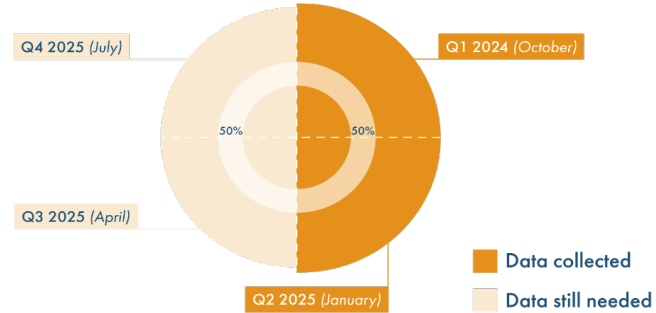
Infographics



Sweetwater Authority PFAS Timeline



PFAS Testing Progress



What We're Doing Now

- ✓ **Ongoing Monitoring and Testing** – We are conducting regular testing to fully understand PFAS levels in our water supply. We have completed two of the four EPA required tests. We're committed to sharing results with customers transparently.
- ✓ **Exploring Treatment Options** – We are working with experts to determine the best long-term solution for removing PFAS, including different treatment technologies.
- ✓ **Seeking Funding and Cost Savings** – We are working with local, state and federal elected officials to pursue state and federal funding opportunities to help cover the costs of any necessary treatment.

What Comes Next?

- **Evaluating the Best Treatment Approach** – There are different ways to remove PFAS from water, such as ion exchange (IX) and granular activated carbon (GAC). We are studying these options to determine the most effective and cost-efficient solution.
- **Planning for Compliance by 2029** – We are on track to meet the new federal standards and will keep you updated on our progress.
- **Understanding the Financial Impact** – Upgrading water treatment facilities will require investment. While we are working to secure outside funding, future rate adjustments may be needed. We are committed to keeping costs as low as possible for our customers.
- **Keeping You Informed** – As we learn more, we will share updates and host community meetings to answer your questions.



Infographics

How you can get involved



Visit our PFAS Education page at sweetwater.org/PFAS



Sign up for our email list



Call us at (619) 409-6786



Email us at PFAS@sweetwater.org



Attend a meeting

PFAS Remediation Costs by Market

\$250 billion global market

\$200 billion U.S. market



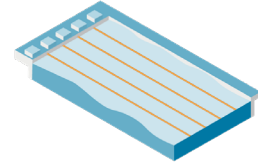
Sweetwater is actively considering all available options for remediation, ensuring the best possible strategy to balance, safety, cost and efficiency.

4 Parts Per Trillion of PFAS



1 drop of water  **in**

5 Olympic sized swimming pools



Drinking Water

Drinking water contaminated by other sources of PFAS.



Waste Sites

Soil and water at or near landfills, disposable sites and hazardous waste sites.



Fire Extinguishing Foam

Used in training and emergency response events at airports and firefighting training facilities.



Facilities

Chrome plating, electronics and certain textile and paper manufacturers that produce or use PFAS.



Consumer products

Stain, water repellent or non-stick products, paints, sealants and some personal care products such as makeup.



Food Packaging

Grease resistant paper, microwave popcorn bags, pizza boxes and candy wrappers.



Biosolids

Fertilizer from wastewater treatment plants used on agricultural lands can affect ground and surface water.



Fact Sheet



PFAS Education

Safeguarding Your Health and Water Quality

Sweetwater Authority is keeping you informed about PFAS—man-made chemicals found in many everyday products that can make their way into water sources.

In April 2024, the U.S. Environmental Protection Agency (EPA) set new national limits on PFAS in drinking water. Water agencies like Sweetwater Authority must begin monitoring by 2027 and meet stricter standards by 2029. We've already started testing and sharing results:

- Our first round of testing in late 2024 showed PFAS levels at Sweetwater Reservoir that required public notification but did not require action.
- The latest results indicate PFAS levels at Sweetwater Reservoir at the response level, which require next steps, like additional treatment or blending water sources or taking the water source offline.
- We're required to complete two additional quarterly tests later this year to fully understand PFAS levels in our water, and potential solutions. As soon as information is available, we will share those results with customers.

Sweetwater Authority's water is safe to drink by all current state and federal standards.

Causes of PFAS

PFAS can leak into water sources through industry, firefighting foam, waterproof clothing, food boxes/wrapping, non-stick pans, cleaning products and personal care products.

What are PFAS

Per- and polyfluoroalkyl substances (PFAS) are manmade chemicals found in common household items. PFAS is a widespread issue that water providers globally are working to address due to its prevalence in society.

Impacts on environment and water supply

PFAS are slow to break down and can move far from their original use areas. When the products with PFAS are manufactured, used and then discarded, they enter the environment and can end up in water sources over time. PFAS is an issue that water providers across the globe are facing since the substances are so prevalent in our society. Sweetwater Authority closely monitors and tests the water delivered to our customers performing more than 15,000 measurements per year and sharing water quality results with the public on an annual basis.

What's Next?

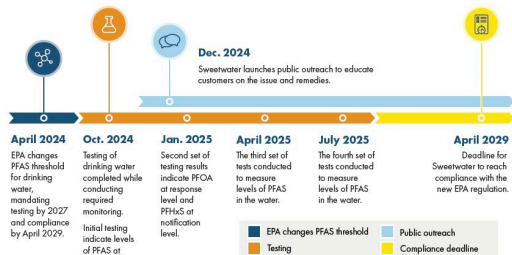
The health and safety of our customers is our top priority. Upon notification of the testing results, we took immediate action by preparing a comprehensive outreach process, including a series of public meetings and materials, designed to share consistent, transparent updates with our customers in real time.

In addition to our outreach efforts, we're committed to increasing water testing and exploring effective treatment solutions with water quality experts. We will continue to provide regular reports to our customers on our progress for both short- and long-term solutions to this issue.



Learn more
about PFAS at
sweetwater.org/PFAS

Sweetwater Authority PFAS Timeline



How You Can Get Involved



Learn more about PFAS and the water testing process, look out for upcoming meetings and informational opportunities, and sign up to receive email notifications by visiting www.sweetwater.org/pfas

📞 (619) 409-6786 ✉️ PFAS@sweetwater.org



Workshop Flyers



PFAS Education

Safeguarding Your Health and Water Quality

Sweetwater Authority is keeping you informed about PFAS—man-made chemicals found in many everyday products that can make their way into water sources.

In April 2024, the U.S. Environmental Protection Agency (EPA) set new national limits on PFAS in drinking water. Water agencies like Sweetwater Authority must begin monitoring by 2027 and meet stricter standards by 2029. We've already started testing and sharing results:

- Our first round of testing in late 2024 showed PFAS levels at Sweetwater Reservoir that required public notification but did not require action.
- The latest results indicate PFAS levels at Sweetwater Reservoir at the response level, which require next steps, like additional treatment or blending water sources or taking the water source offline.
- We're required to complete two additional quarterly tests later this year to fully understand PFAS levels in our water, and potential solutions. As soon as information is available, we will share those results with customers.

Sweetwater Authority's water is safe to drink by all current state and federal standards.

Causes of PFAS

PFAS can leak into water sources through industry, firefighting foam, waterproof clothing, food boxes/wrapping, non-stick pans, cleaning products and personal care products.

What are PFAS

Per- and polyfluoroalkyl substances (PFAS) are manmade chemicals found in common household items. PFAS is a widespread issue that water providers globally are working to address due to its prevalence in society.

Impacts on environment and water supply

PFAS are slow to break down and can move far from their original use areas. When the products with PFAS are manufactured, used and then discarded, they enter the environment and can end up in water sources over time. PFAS is an issue that water providers across the globe are facing since the substances are so prevalent in our society. Sweetwater Authority closely monitors and tests the water delivered to our customers performing more than 15,000 measurements per year and sharing water quality results with the public on an annual basis.

What's Next?

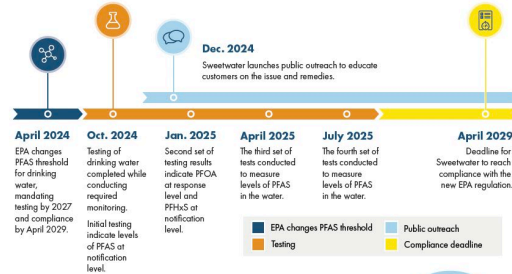
The health and safety of our customers is our top priority. Upon notification of the testing results, we took immediate action by preparing a comprehensive outreach process, including a series of public meetings and materials, designed to share consistent, transparent updates with our customers in real time.

In addition to our outreach efforts, we're committed to increasing water testing and exploring effective treatment solutions with water quality experts. We will continue to provide regular reports to our customers on our progress for both short- and long-term solutions to this issue.



Learn more
about PFAS at
sweetwater.org/PFAS

Sweetwater Authority PFAS Timeline



How You Can Get Involved



Learn more about PFAS and the water testing process, look out for upcoming meetings and informational opportunities, and sign up to receive email notifications by visiting www.sweetwater.org/pfas

📞 (619) 409-6786 ✉️ PFAS@sweetwater.org



Customer Resources: How To Get Involved

How you
can get
involved



Visit our PFAS
Education page



Sign up for our
email list



Call us



Email us



Attend a meeting

Customer Resources: What Can You Do?



Water safety

We understand your concerns about water safety and your own personal water use.



PFAS risk

PFAS are widespread in our environment, making it hard to completely avoid them.



Water filters

EPA's recommendations for purchasing water filters:

- Choose filters that remove PFAS through reverse osmosis or activated carbon filters.
- Check labels for NSF/ANSI Standard 53 and 58 certifications
- Follow manufacturer's guidelines for ongoing maintenance.

Customer Resources: What Can You Do?

[EPA's Steps to Reduce PFAS Risk](#)

Meaningful and Achievable Steps You Can Take to Reduce Your Risk

Limiting Your Exposure to PFAS Can Help Protect Your Health

Because certain PFAS are known to cause risks to human health, the most important steps you and your family can take to protect your health is to understand how to limit your exposure to PFAS by:

- Taking the specific steps listed below to reduce possible exposure during daily activities.
- Learning more about PFAS by exploring the resources listed at the end of this document.

What EPA is Doing

[Learn what EPA is doing to address PFAS.](#)

Steps You Can Take to Reduce Exposure to PFAS in Drinking Water

If You Get Your Water from a Public Drinking Water System

There are several steps you can take to find out if PFAS is in your drinking water and if it is, reduce your exposure.

- **Find out if PFAS are in your drinking water:** If you get your water from a public drinking water system, reach out to your local water utility to learn about how they may be addressing PFAS as well as ask them to test the water for PFAS or to share information with you if they have already tested the water. NOTE: Some public drinking water systems may not have this information. If you choose to test your water yourself, it is important to use a state-certified laboratory using EPA-developed testing methods (see section below on private wells).
- **If you remain concerned about the level of PFAS in your drinking water, you can:**
 - Contact your state environmental protection agency or health department and your local water utility to find out what actions they recommend.
 - Consider installing in-home water treatment (e.g., filters) that are certified to lower the levels of PFAS in your water. [Learn about certified in-home water treatment filters.](#)

A Note about PFAS and Water

Studies have shown that only a small amount of PFAS can get into your body through your skin. Therefore, showering, bathing, and washing dishes in water containing PFAS are unlikely to significantly increase your risk.

*Source: U.S. Environmental Protection Agency
To learn more, please visit www.epa.gov/pfas



Customer Resources: What Can You Do?

EPA's Water Filter Fact Sheet



FACT SHEET

Reducing PFAS in Your Drinking Water with a Home Filter

In April 2024, the U.S. Environmental Protection Agency (EPA) finalized the first-ever national drinking water standards for several PFAS in drinking water. If you learn there are PFAS in your drinking water, then you may consider installing a home filter. A home filter could be an effective way to reduce PFAS levels, and there are a variety of types of filters available at many different price points.

What are PFAS?

PFAS are a category of chemicals that have been used in industry and consumer products since the 1940s. PFAS repel oil and water and resist heat, making them useful in a variety of products, including nonstick cookware and food packaging, waterproof clothing, stain-resistant furniture, and firefighting foam. People can be exposed to PFAS in a variety of ways, and PFAS in drinking water can be a significant portion of a person's total PFAS exposure. Exposure to PFAS may lead to health problems, so reducing your exposure to PFAS lowers your risk for these health problems.

Learn About PFAS in Your Water and Decide if a Filter is Right for You

Many public water systems already have test results for PFAS available. First, contact your local water provider to find out which PFAS, if any, are in your drinking water. You can also search EPA's [database of PFAS water system test results](#) or EPA's map-based [PFAS Analytic Tool](#) to see if your water system has been tested as part of EPA's monitoring program. If PFAS have not been measured in your water, or if PFAS have been measured but are below federal limits, a filter may not be useful to you.

Your state [environmental protection agency](#) or [health department](#) may also have more information about PFAS in your drinking water and recommendations for actions you can take.

Types of Filters

There are many water filters on the market, but not all filters address PFAS. If you choose to use a filter, be sure to get one that is certified to remove or reduce PFAS in drinking water. As of April 2024, filter certifications focus on removing the chemicals PFOA and PFOS, which are two specific types of PFAS. A filter can cost as little as \$20 or more than \$1,000 (not including maintenance costs), with variations between types, brands, and whether they are pitcher filters, installed on your faucet, or for your entire home. There may also be maintenance- and disposal-related costs that also vary between filters. Here are some of the types of filters that are currently available and can be effective at reducing PFAS:

- **Charcoal (Granular Activated Carbon or GAC):** These filters use carbon to trap chemicals as water passes through them.
- **Reverse Osmosis (RO) Systems:** Reverse osmosis is a process that forces water through an extremely thin barrier that separates chemicals from the water.
- **Ion Exchange Resins:** Resins are tiny beads that act like powerful magnets that attract and hold the contaminated materials from passing through the water system.

Check for Certification

Certification by an independent entity is an assurance that the filter works as the manufacturer says it does. To

find a certified filter, look on the product packaging for a certification by an accredited body. There are currently five American National Standards Institute (ANSI) accredited third-party certification bodies that evaluate drinking water filters for PFAS reduction capabilities. Each has a registered trademark that is used on certified products. Links to these certification bodies are provided below.

To make sure the filter you select is certified:

- First, check the product packaging for certification to "NSF/ANSI 53" or "NSF/ANSI 58" for PFAS reduction.
- If in doubt, check the certification body's product directory website for testing information or to see if the product has been certified to treat PFAS (such as PFOA and PFOS) found in drinking water. The certification body's mark will typically be on the packaging. See the table below for links to a product directory for each certification body.
- If still in doubt, you can contact the certification body directly from their websites.

A filter may list claims for PFAS reduction on its outer packaging, in a performance data sheet within the package, or on the manufacturer's website.

It's important to note that the current certification standards for PFAS filters (as of April 2024) do not yet indicate that a filter will remove PFAS down to the levels EPA has now set for a drinking water standard. EPA is working with standard-setting bodies to update their filter certifications to match EPA's new requirements. In the meantime, remember that reducing levels of PFAS in your water is an effective way to limit your exposure.

Maintenance is Critical

Filters are only effective if they are maintained according to the manufacturer's instructions. Not replacing a filter by the manufacturer's recommended schedule can increase your risk of exposure to PFAS.

For More Information on Certified Filters

Certification Body	Link to Product Listing
CSA Group	https://www.csa-group.org/testing/certification/product-listing/
NSF International, Inc.	https://nfi.nsf.org
NSF	https://info.nsf.org/Certified/DW53/
UL	https://products.ulprospector.com/en
WQA	https://find.usa.org/find-product/

For more information on the science behind different types of PFAS filters, visit EPA's website [here](#).



**Source: U.S. Environmental Protection Agency
To learn more, please visit www.epa.gov/pfas*



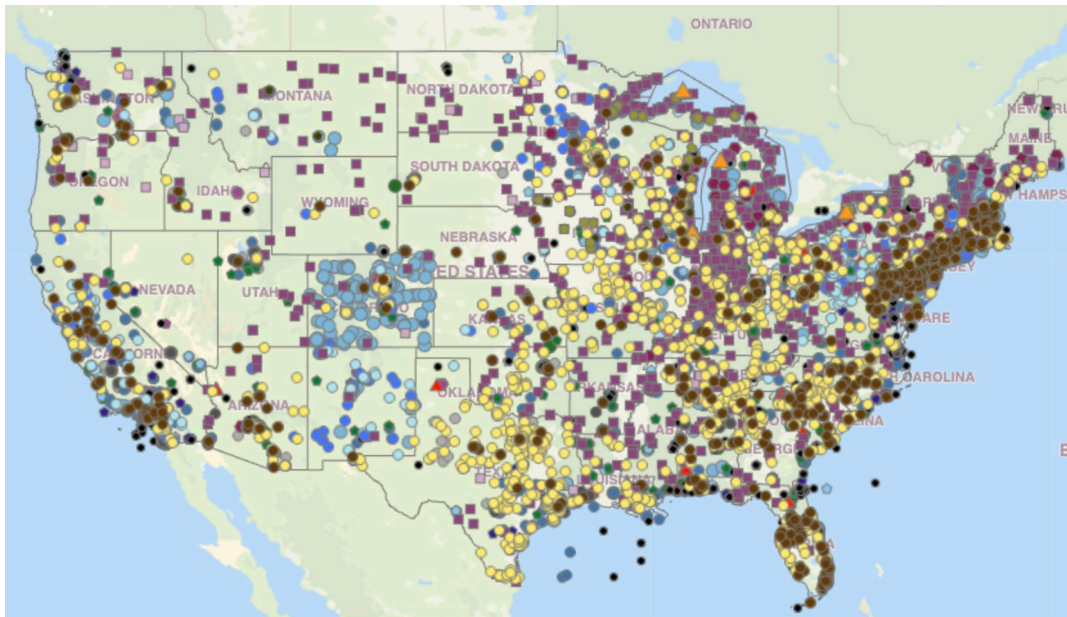
Customer Resources: EPA PFAS Mapping

Data Available from Water Quality Portal:

	Above Median	Below Median	Non-Detect
✓ Water	Blue circle	Light blue circle	White circle
✓ Tissue	Dark purple square	Light purple square	White square
✓ Air	Orange triangle	Light orange triangle	White triangle
✓ Soil	Dark green pentagon	Light green pentagon	White pentagon
✓ Sediment	Dark brown hexagon	Light brown hexagon	White hexagon
✓ Other	Dark grey square	Light grey square	White square

Drinking Water - UCMR and State Data:

- ✓ UCMR PWSs with:
 - Result(s) Above Maximum Contaminant Level (MCL)
 - Result(s) At or Above UCMR MRL
 - No Results At or Above UCMR MRL



Source: [EPA PFAS Analytics](#)



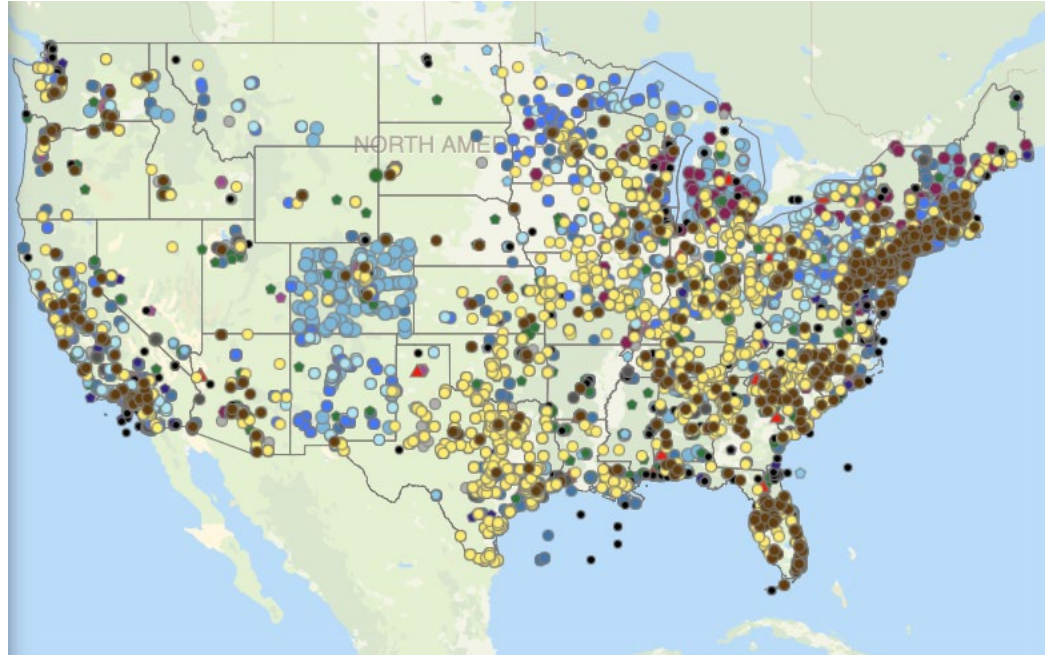
Customer Resources: EPA PFAS Mapping Water only

Data Available from Water Quality Portal:

	Above Median	Below Median	Non-Detect
<input checked="" type="checkbox"/> Water			
<input type="checkbox"/> Tissue			
<input type="checkbox"/> Air			
<input type="checkbox"/> Soil			
<input type="checkbox"/> Sediment			
<input type="checkbox"/> Other			

Drinking Water - UCMR and State Data:

- ☒ UCMR PWSs with:
 - Result(s) Above Maximum Contaminant Level (MCL)
 - Result(s) At or Above UCMR MRL
 - No Results At or Above UCMR MRL



Source: [EPA PFAS Analytics](#)



PFAS Regulation & Detection Levels

