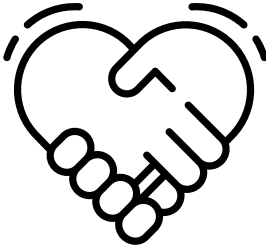




ALTADENA MUTUAL WATER COMPANIES POST-FIRE RECOVERY UPDATE 2/18/2025



Navigating this Challenge Together

As we are all painfully aware, the Eaton Fire caused extraordinary and unimaginable damage to our Altadena community. The mutual water companies we rely on for water and co-own as shareholders, have sustained severe damage. In total, six reservoirs are out of service due to burned roofs, and there is significant damage to electrical equipment at booster pump stations, pipes, meters, communication systems, and other essential infrastructure.

Initial damage assessments are complete for each of the systems, and temporary emergency repairs are underway to use existing interconnections between the damaged water systems. The extraordinary firestorm stressed access to power as well.

Restoration Efforts Are Underway.

The widespread destruction from the fire on homes and other structures requires careful restoration of services to ensure public health and safety. **This will take time.**

The process begins with re-pressurizing the system. When a home burns, irrigation valves melt, and the main service line to the house or plumbing can also be damaged, leading to numerous leaks. This along with firefighting efforts significantly de-pressurized the water systems during the firestorm. Rubio Cañon's and Lincoln Avenue's water systems are fully pressurized as of January. Please refer to the Do Not Drink Notices for limits and recommendations on water use.

Once a damaged system is re-pressurized, it can be flushed of any potential contaminants that may have entered the system. The systems work directly with the State Water Resources Control Board's Division of Drinking Water (DDW) to implement a rigorous testing plan to ensure the water in the distribution system is safe to drink. This is required of all sized systems, from large to small. Altadena water companies, along with larger agencies impacted by the Palisades fires, are proceeding with multiple rounds of water sampling and flushing of water pipes with fresh water.

The three mutual water companies are working around the clock, in collaboration with local, regional, and state agencies to make necessary repairs to damaged or destroyed infrastructure and remove hazardous debris to resume full water service as safely as possible.



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DO NOT DRINK-DO NOT BOIL orders remain in effect for all 3 mutual water companies serving Altadena.

Due to the EATON FIRE, some structures in the RUBIO CANON LAND AND WATER ASSOCIATION, LINCOLN AVENUE WATER AND LAS FLORES were destroyed by the fire, and some areas in the water system lost pressure.

These conditions may have caused harmful contaminants, including benzene and other volatile organic chemicals (VOCs), to enter the water system. As a precaution, the State Water Resources Control Board, Los Angeles County Public Health Department, and RUBIO CANON LAND AND WATER ASSOCIATION, LINCOLN AVENUE WATER, AND LAS FLORES are advising residents of the affected area to **NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.**

Due to VOCs ability to vaporize at lower temperatures and become airborne, residents are advised to:

Limit use of hot water.

Limit shower time/bathing, and do not take baths (use lukewarm water and ventilate area)

Use a dishwasher to wash dishes and use air dry setting

Wash clothing in cold water

Avoid using clothes dryers (dry laundry outdoors)

Do not use hot tubs or swimming pools

Do not use ice from automatic ice makers

Use proper ventilation when using water indoors

WHAT SHOULD I DO?

DO NOT DRINK YOUR TAP WATER - USE ONLY BOTTLED WATER. Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, and making ice and food preparation until further notice.

DO NOT TRY AND TREAT THE WATER YOURSELF. Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

NOTE: In accordance with the Division of Drinking Water (DDW) requirements, LAS FLORES WATER COMPANY is pleased to report that a portion of their customers may resume normal use and consumption of their tap water. Please contact Las Flores Directly to understand where your residence falls in the pressure zones.

SAMPLING UPDATES

We are committed to lifting the Do Not Drink order as quickly and safely as possible.

**ALTADENA MUTUAL WATER COMPANIES
POST-FIRE RECOVERY UPDATE 2/18/2025**



Rubio Cañon Land and Water Association

Rubio is currently performing a second round of water sampling as directed by the Division of Drinking Water throughout its service area. During the first round of volatile organic chemicals (VOC) testing, Benzene was detected at sample sites located on Santa Rosa Ave., Callecita Dr., Alegre Ln., Carroll Dr, New York Dr, Homepark Ave., and Mendocino St. Rubio Cañon has updated their Unsafe Water Alert to reflect these updates. SEE THE FULL UPDATED NOTICE ON THE FOLLOWING PAGE. Also available on the Rubio website.



Pictured here: Rubio Cañon out in the field taking water samples in fire impacted areas..

One frequently asked question is how Benzene contamination occurs. When smoke, hot gases, and chemicals from burning vegetation or structures enter water service lines due to a drop in water pressure, contaminants can adhere to the inside of the pipes.

To ensure the safety of the local water supply, the water system must conduct multiple flushing cycles. After each flush, the pipes are isolated and left stagnant for 72 hours, allowing any potential contamination to leach back into the water if present. While this process takes time, it is a critical step to ensure that our system is thoroughly cleaned and safe for use.

Thank you for your patience as we work to keep our water supply safe!



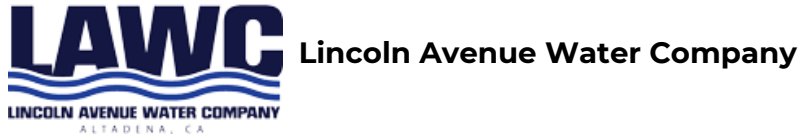
Las Flores Water Company

Las Flores Water Company is pleased to report that some of their customers may resume normal use and consumption of their tap water. Please contact Las Flores Directly to understand where your residence falls in the pressure zones

SAMPLING UPDATES

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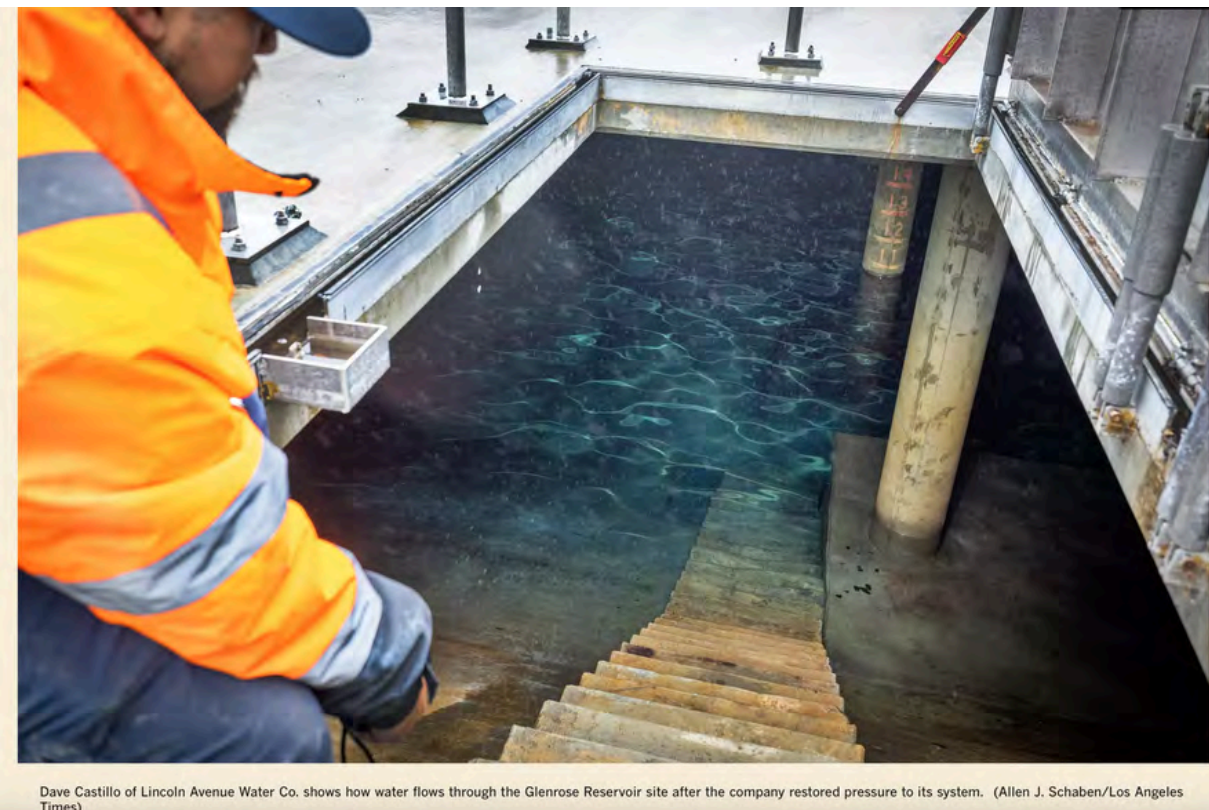
**ALTADENA MUTUAL WATER COMPANIES
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Lincoln Avenue is also in the process of performing a second round of water sampling following benzene detection in 29 out of 350 samples. These sites are in heavily damaged areas on E Manor St., Highview Ave., W Pine St., E Pine St., and W Loma Alta Dr. In addition to the 29 locations, we have expanded our monitoring to include 41 new sample sites in these areas.

Jennifer Betancourt Torres, General Manager of Lincoln Avenue Water Company, has written a letter to community members within her service area with additional information about the process of the water quality restoration progress, writing, *"We are working with DDW Engineers who are experienced in fire response and recovery. All sample sites have been carefully selected and approved by their team. Lincoln Avenue has also chosen to take more samples than is required and will continue to expand these sites as we move forward. ... We would also like this process to move faster. However, there are no short cuts when it comes to health and safety. We will continue to keep you informed as findings are evaluated."*

You may read the letter and updated notice [HERE](#).



Dave Castillo of Lincoln Avenue Water Co. shows how water flows through the Glenrose Reservoir site after the company restored pressure to its system. (Allen J. Schaben/Los Angeles Times)



ALTADENA MUTUAL WATER COMPANIES POST-FIRE RECOVERY UPDATE 2/18/2025

Bottled Water Available for Pick Up at Water Company Offices



Bottled water is available at several nearby locations, including the offices of Rubio Cañon, Lincoln Avenue, and Foothill MWD. Water pickup times are Monday through Thursday, 1:00-4:00 PM, and Monday through Friday, 8:00 AM-4:00 PM at Lincoln Avenue. Las Flores is also offering to fill five-gallon jugs with potable water (sourced from Foothill MWD).

Foothill MWD Office: 4536 Hampton Rd, La Cañada Flintridge, CA 91011

Las Flores Office: 428 E Sacramento St, Altadena, CA 91001

Lincoln Avenue Office: 564 W Harriet St, Altadena, CA 91001

Rubio Cañon Office: 583 E Sacramento St, Altadena, CA 91001

ILLEGAL CONNECTIONS TO WATER SYSTEM INFRASTRUCTURE CAN FURTHER DELAY POST-FIRE RECOVERY EFFORTS

Following the Eaton Fire, Altadena and Kinneloa water agencies have seen an increase in water theft, including construction and private trucks filling up or homeowners using hydrants for cleaning purposes. Water theft is a crime under California Penal Code sections 498, 624, and 625 and poses a serious public health risk, as illegal connections can cause cross contamination risks that may jeopardize the recovery of the water system and the health of your community. Additionally, illegal hydrant tapping increases the risk for “water hammer” to occur and can break and create costly damage to our water system.

To protect the community, the LA County Sheriff’s Department is investigating these crimes. If you suspect water theft, please report it to the Altadena Station at (626) 798-1131. Contractors and vendors should be reminded that property owners may be held criminally and civilly liable for water theft under the law.

The following photo was provided in a brief to local law enforcement by all agencies serving the Altadena community helping to identify and recognize illegal water connections.





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WE APPRECIATE YOUR PATIENCE DURING THIS TIME AND WILL CONTINUE TO KEEP YOU UPDATED. IF YOU HAVE QUESTIONS OR NEED ASSISTANCE YOU CAN CONTACT YOUR MUTUAL WATER COMPANY AS FOLLOWS:

LINCOLN AVENUE WATER COMPANY

ONLINE: [HTTPS://LAWC.ORG/CONTACT-US/](https://lawc.org/contact-us/) TELEPHONE: 626-798-9101

RUBIO CAÑON LAND AND WATER ASSOCIATION

EMAIL: INFO@RCLWA.ORG

TELEPHONE:(626) 797-0509 (MAIN OFFICE PHONE IS BACK ONLINE, HOWEVER, WE ARE STILL EXPERIENCING PERIODIC INTERRUPTIONS FROM SPECTRUM).

LAS FLORES WATER COMPANY

EMAIL: INFO@LASFLORESWATERCO.COM TELEPHONE: 626-797-1138

PLEASE CONTINUE TO MONITOR OUR WEBSITES FOR UPDATES. NEXT UPDATE WILL BE PROVIDED FRIDAY, FEBRUARY 21, 2025
