



Water Quality 2012

JUNE 2013 CONSUMER CONFIDENCE REPORT

Your Water Quality

The City of Mountain View is committed to providing its customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Mountain View tests over 2,000 water samples each year to continuously monitor the quality of the City's water. The results of the 2012 sampling program show that Mountain View water meets all regulatory standards. Each year the City provides a summary of the water quality sampling results and other information about Mountain View's water system through a Consumer Confidence Report. This 2012 Consumer Confidence Report was prepared in accordance with the Federal Safe Drinking Water Act and California Department of Public Health (CDPH) requirements.

Partners in Water Quality

The City of Mountain View, along with the San Francisco Public Utilities Commission (SFPUC) and Santa Clara Valley Water District (SCVWD), its wholesale water suppliers, works to ensure a dependable water supply for customers in several ways. Mountain View and its partner water agencies monitor water quality, repair and upgrade water delivery systems, promote water conservation, and prepare for emergencies. Learn more inside about how your actions can help ensure you get the highest quality tap water.

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This report contains important information about your community's water quality.

If necessary, please have the report translated or speak with a friend who understands it well.

Este reporte contiene información importante sobre la calidad del agua en su comunidad. Si necesita entender su contenido en español, pida a un familiar o amigo que se la explique.

Это сообщение содержит важную информацию о качестве воды в нашем регионе. Если вам нужна помощь в переводе, поговорите с человеком, хорошо понимающим английский язык.

这份报告含有关于您社区饮用水质量的重要资讯。如果需要, 请找可以为您翻译的人翻译或解释清楚

Drinking Water Sources

The City of Mountain View obtains water from several sources to allow for operational flexibility during system maintenance, drought, and disasters. Mountain View's drinking water sources are described below. The City delivers more than 3.4 billion gallons of water to its customers each year. The map on the right shows the three zones where source waters are distributed within Mountain View.

San Francisco Public Utilities Commission (SFPUC)

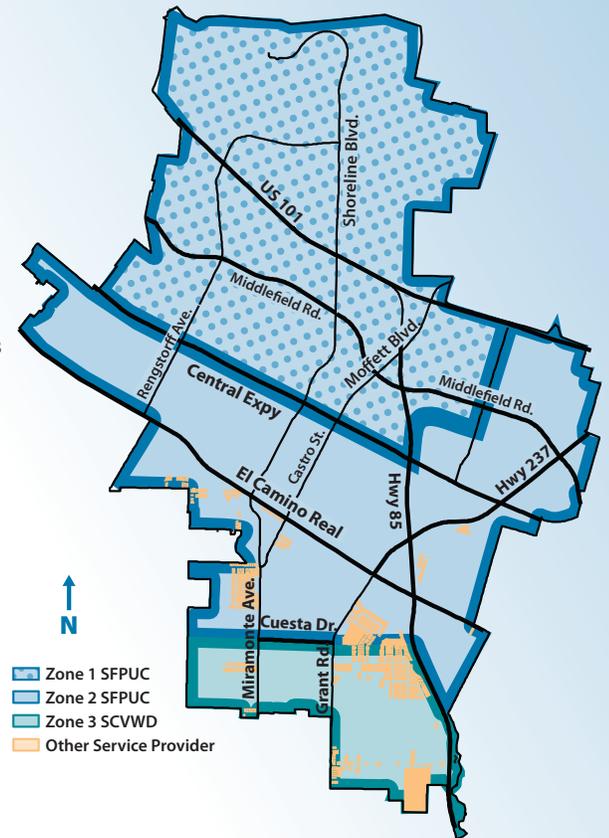
The City purchases approximately 86 percent of its potable water from the San Francisco Public Utilities Commission's Hetch Hetchy system. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is stored in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of SFPUC water include surface water collected in watersheds in Alameda, San Mateo, and Santa Clara Counties.

Santa Clara Valley Water District (SCVWD)

Approximately 10 percent of the City's potable water supply is purchased from the Santa Clara Valley Water District. About half of this water is imported from the Sacramento-San Joaquin Delta. The SCVWD's other water sources include groundwater and surface water collected and stored in local watersheds.

City Wells

Four percent (4%) of the potable water supply comes from groundwater wells owned and operated by the City. This water is pumped from a deep aquifer and blended with treated water for distribution to City water customers.



Protecting Water Resources

Drinking Water Source Assessment Programs

Drinking Water Source Assessment Programs evaluate the vulnerability of water sources to potential contamination. Assessments have been conducted for all three of the City of Mountain View's potable water supplies—the SFPUC, the SCVWD, and City wells. The assessments are available for review at the California Department of Public Health (CDPH) Drinking Water Field Operations Branch, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, California, 94804, (510) 620-3474. More information and assessment summaries are available online at www.cdph.ca.gov/certific/drinkingwater/Pages/DWSAP.aspx.

SFPUC

The SFPUC's annual Hetch Hetchy Watershed survey evaluates sanitary conditions, water quality, potential contamination sources, and the results of watershed management efforts by the SFPUC and its partner agencies, including the National Park Service and U.S. Forest Service, to reduce or eliminate contamination sources.

The SFPUC also conducts sanitary surveys of the local Alameda and Peninsula watersheds, as well as approved standby water sources, every five years. The latest five-year survey was completed in 2011 for the period of 2006-2010. The surveys identified wildlife, livestock, and human activities as potential contamination sources.

SCVWD

SCVWD surface water is imported mainly from the South Bay Aqueduct, Lake Del Valle, and San Luis Reservoir, which all receive water from the Sacramento-San Joaquin Delta watershed. The SCVWD's local water sources include Lexington and Anderson Reservoirs. The SCVWD's source waters are vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. Water from imported sources is vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildland fires. Commercial stables and historic mining practices may also be sources of contamina-

tion to local water sources. No contaminant associated with any of these activities has been detected in the District's treated waters. The District's water treatment plants use multiple techniques for disinfection and physical removal of contaminants.

City Wells

Groundwater beneath the City of Mountain View is available in two aquifers separated by natural clay formations. To ensure the safety of its groundwater supply, Mountain View actively monitors water produced by the City wells. The source assessments of Mountain View's drinking water wells determined the City's groundwater is potentially vulnerable to contamination from auto repair shops and leaking underground storage tanks, but noted these potential impacts are likely to be confined to the upper aquifer. Because City wells are drilled deep into the lower aquifer, the clay formations and geology help to protect the City's groundwater supply from contamination. To receive a copy of the well assessment summaries, contact the Public Services Division at (650) 903-6329.

Working Together for Great Water

System Reliability – Your Water Rates at Work

Mountain View System Improvements

In 2012, the City continued its efforts to ensure a dependable water supply through the following projects:

- Replaced water main and service lines on Bush Street, Church Street, Sladky Avenue, Tulane Drive, and Yale Drive.
- Designed water main and service line replacements for Karen Way, Morton Court, Carver Place, and Ashley Place, and replacement service connections on Moonbeam Drive, Starlite Court, and Morning Sun Court.
- Continued to install new meters with automated reading capabilities, replacing manual-read meters. The City installed 722 new water meters in 2012.



Whisman Reservoir roof replacement project

- Replaced the roof of the 6 million gallon Whisman Reservoir. The City reduced the project's environmental impact by reusing and recycling some of the original roof materials.

SFPUC Water System Improvement Plan

The SFPUC launched a \$4.6 billion program in 2002 to update, repair, and seismically upgrade deteriorating pipelines, tunnels, reservoirs, pump stations, dams, and other facilities. Program construction reached its peak in 2012 and included continued excavation of the

Bay Tunnel. Replacing older pipelines that cross the San Francisco Bay, the Bay Tunnel will be 5 miles long, 15 feet in diameter, and go as deep as 100 feet under the Bay. The entire Water System Improvement Plan (WSIP) is scheduled for completion in 2017. To learn more about the WSIP, visit www.sfwater.org/wsip.



WSIP upgrades to Bay Division Pipelines
© San Francisco Public Utilities Commission

SCVWD

Rinconada Treatment Plant Upgrades

The water Mountain View receives from the SCVWD is treated at the Rinconada Water Treatment Plant in Los Gatos. The plant serves several communities and can treat and deliver up to 80 million gallons of water each day. In 2012, the SCVWD completed upgrading the plant's electrical systems and the installation of a back-up generator. Starting in 2016, SCVWD will begin a \$200 million reliability enhancement project for the plant.

Pipeline Maintenance

The SCVWD is responsible for many miles of underground pipelines that deliver drinking water to several water retailers, including Mountain View. SCVWD's regular maintenance of these pipelines improves the long-term reliability of water delivery and reduces costly and disruptive repairs. In 2012, the SCVWD inspected and completed maintenance and repair work on a one-mile stretch of pipeline that transports water from the Rinconada Water Treatment Plant to parts of Mountain View and Los Altos.

Managing Our Water Wisely

Weather, Climate, and Supply Variability

Most of Mountain View's water supply originates as snow in the Sierra Nevada Mountains. The volume of California's winter snowfall generally determines the amount of water available during the rest of the year. Wet winters with higher-than-average precipitation help fill reservoirs, increase stream flows, and replenish ground-



Snowmelt feeds the Tuolumne River

water supplies. Dry winters mean water users must rely more on reservoirs and groundwater aquifers. With careful water supply manage-

ment, the recent dry winter will not result in a water shortage in the Bay Area. Continued resource stewardship, conservation, and planning will help ensure adequate supplies in the face of altered precipitation patterns expected from climate change.

Efficient Water Use

Clean drinking water is a precious and limited resource. Using water efficiently and mindfully every day increases water supply reliability and will help California meet its goal of reducing average urban water use by 20 percent by the year 2020. You can find information about water conservation programs for residents and businesses on the City of Mountain View website at: www.conservewater.mountainview.gov or by calling the City's Water Conservation Hotline at (650) 903-6216.

How Do Drinking Water Sources Become Polluted?

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 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 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 may be by-products of industrial processes and petroleum production, or 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.

In order to ensure tap water is safe to drink, the U.S. EPA and the CDPH regulate the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Protecting Your Health

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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at (800) 426-4791. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons

undergoing chemotherapy, people 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 individuals 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 at (800) 426-4791.

Water Quality Monitoring & Disinfection

Nitrate: Nitrate in drinking water at levels above 45 mg/L is a health risk for infants less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of an infant's blood to carry oxygen, resulting in serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant or you are pregnant, you should seek advice from your health-care provider.

Lead: 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 water service lines and home plumbing. The City of Mountain View is responsible for providing high-quality drinking water but cannot control the variety of materials used in private plumbing components. 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. Keep a pitcher or small watering can nearby to collect this flush water and use it to water plants in your house or garden. If you are concerned about lead in your water, you may wish to have your water tested independently. Testing can be done using an over-the-counter lead testing kit commonly available at local hardware stores. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at: www.epa.gov/safewater/lead.

Cryptosporidium and Giardia: *Cryptosporidium* and *Giardia* are parasitic microbes found in most surface water supplies. If ingested, these parasites may produce symptoms of nausea, stomach cramps, and headaches. The SFPUC and SCVWD test for *Cryptosporidium* and *Giardia* regularly in their source water and treated water supplies. In 2012, the SFPUC occasionally found very low levels of *Giardia* in their source water. The *Giardia* was removed through the disinfection process prior to distributing the water to customers.

Chloramine Disinfectant: Drinking water provided to the City of Mountain View by the SFPUC and the SCVWD is disinfected using chloramine. Although people and animals can safely drink chloraminated water, chloramine must be removed or neutralized for some special users, including some business and industrial customers, kidney dialysis patients, and customers with fish and amphibian pets. More information on chloramine is available at: http://water.epa.gov/lawsregs/rulesregs/sdwa/mbp/chloramines_index.cfm.

Water Quality Data

Water quality staff from the SFPUC, the SCVWD, and the City of Mountain View regularly collect and test water samples from reservoirs, wells, and designated sampling points to ensure the water supplied to Mountain View customers meets State and Federal drinking water standards. This table provides an analysis of the results of water samples collected in 2012. The table contains the name of each substance found in the water sample, the highest level allowed by regulation, the amount detected, the usual sources of contamination, and a key to the units of measurement. Sample results that are below detection limits are not listed. Please note the presence of a substance does not necessarily indicate the drinking water poses a health risk. For additional details about this table, refer to the important definitions below and table key on Page 6.

Important Definitions

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

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected health risk. PHGs are set by the California Environmental Protection Agency.

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 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 health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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

Detection Limit for Purposes of Reporting (DLR): The designated minimum level at or above which a contaminant in drinking water must be reported to CDPH.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR YEAR 2012 (1)				
Detected Contaminants		Measurements		
Primary Health Related Constituents	Units	DLR	MCL	PHG (or MCLG)
Turbidity (3)				
Unfiltered Hetch Hetchy Water	NTU	—	TT	NS
Filtered Water (turbidity)	NTU	—	TT (6)	NS
Filtered Water (percentage of time)	—	—	TT (6)	NS
Microbiological				
Giardia lamblia	Cyst/L	—	TT	(0)
Organic Chemicals				
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS
Total Haloacetic Acids (HAA5s)	ppb	1	60	NS
Total Organic Carbon	ppm	0.3	TT	NS
Inorganic Chemicals				
Aluminum	ppb	50	1000	600
Fluoride (9)	ppm	0.1	2	1
Nitrate (as NO3)	ppm	2	45	45
Constituents with Secondary Standards				
	Unit	DLR	SMCL	PHG
Chloride	ppm	NS	500	NS
Color	Unit	NS	15	NS
Manganese	ppb	20	50	NS
Odor	TON	1	3	NS
Specific Conductance	µS/cm	NS	1600	NS
Sulfate	ppm	0.5	500	NS
Total Dissolved Solids	ppm	NS	1000	NS
Turbidity	NTU	NS	5	NS
Other Water Constituents Analyzed				
	Units	DLR	MCL	PHG
Alkalinity (as CaCO3)	ppm	NS	NS	NS
Barium	ppb	100	1000	2000
Boron	ppb	100	NS	NS
Bromide	ppb	NS	NS	NS
Calcium (as Ca)	ppm	NS	NS	NS
Chlorate	ppb	20	NS	NS
Hardness (as CaCO3)	ppm	NS	NS	NS
Magnesium	ppm	NS	NS	NS
pH	—	NS	NS	NS
Phosphate	ppm	NS	NS	NS
Potassium	ppm	NS	NS	NS
Silica	ppm	NS	NS	NS
Sodium	ppm	NS	NS	NS

MOUNTAIN VIEW SYSTEM CONSTITUENTS	Units	DLR	MCL (SMCL)	PHG
Turbidity	NTU	—	(5)	NS
Organic Chemicals				
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS
Total Haloacetic Acids (HAA5s)	ppb	1	60	NS
Other Water Constituents Analyzed				
Fluoride (9)	ppm	0.1	2	1
Total Chlorine	ppm	—	MRDL=4	MRDLG=4
Free Ammonia	ppm	NS	NS	NS

Water Source					
SFPUC Range	SFPUC Avg. or (Max)	SCVWD Range	SCVWD Avg. or (Max)	CMV Wells Range (2)	Typical Source in Drinking Water
0.2 — 0.5 (4)	[2.8] (5)	—	—	—	Soil run-off
—	[0.26]	—	[0.11]	—	Soil run-off
100%	—	100%	—	—	Soil run-off
<0.01 — 0.06	<0.01	—	—	—	Naturally present in the environment
18 — 63	[46] (7)	32 — 63	46.2	—	Byproduct of drinking water disinfection
8 — 45	[36] (7)	9 — 23	14.3	—	Byproduct of drinking water disinfection
2.3 — 3.7 (8)	2.7 (8)	1.67 — 2.34	1.96	—	Various natural and man-made sources
ND — 90	ND	ND — 65	ND	<50 — 78	Erosion of natural deposits
ND — 0.8	0.3 (10)	ND	ND	<0.1 — 0.16	Erosion of natural deposits
—	—	ND — 3	ND	<1 — 37	Erosion of natural deposits
2 — 20	12.3	61 — 81	71	31 — 58	Run-off/leaching from natural deposits
<5 — 7	<5	<2.5	<2.5	<5	Naturally occurring organic materials
—	—	—	—	ND — 51 (11)	Leaching from natural deposits
—	—	1	1	<1	Naturally occurring organic materials
31 — 344	202	422 — 583	513	590 — 790	Substances that form ions when in water
0.9 — 40	20	46.7 — 63.7	57.0	29 — 39	Run-off/leaching from natural deposits
<20 — 195	108	232 — 344	299	330 — 450	Run-off/leaching from natural deposits
0.1 — 0.2	0.1	0.06 — 0.07	0.07	<0.1 — 0.78	Soil run-off
SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average	CMV Wells Range (2)	
10 — 111	61	61 — 86	72	200 — 260	Naturally occurring
—	—	—	—	110 — 140	Naturally occurring
—	—	107 — 177	144	—	Naturally occurring
<10 — 24	<10	<50 — 70	<50	—	Naturally occurring
3 — 28	15	16 — 22	20	55 — 96	Naturally occurring
53 — 399 (12)	221 (12)	96 — 220	147	—	Naturally occurring
8 — 114	62	82 — 118	100	209 — 393	Naturally occurring
0.2 — 10.8	6.1	10 — 14	12	17 — 37	Naturally occurring
6.7 — 9.7	8.5	7.4 — 7.7	7.6	2.7 — 7.9	Naturally occurring
—	—	0.95 — 1.07	1.03	—	Naturally occurring
—	—	2.5 — 3.2	2.9	—	Naturally occurring
3.2 — 5.3	4.1	9 — 12	10	—	Naturally occurring
3 — 25	15.7	49 — 66	59	30 — 37	Naturally occurring

Range or (Avg)	Typical Source in Drinking Water
0.0 — 0.5	Soil run-off
27 — 75.3	Byproduct of drinking water disinfection
13.8 — 44.9	Byproduct of drinking water disinfection
[0.95]	Naturally occurring and added for treatment
1.0 — 3.1	Water disinfectant added for treatment
ND — 0.35	Water disinfectant added for treatment

KEY	
-	Non Applicable
<	Less Than
ND	Non-Detect
NS	No Standard
NTU	Nephelometric Turbidity Unit
Cyst/L	Cysts per Liter
ppm	parts per million
ppb	parts per billion
µS/cm	microSiemens/centimeter
TON	Threshold Odor Number
SMCL	Secondary Maximum Contaminant Level
CDPH	California Department of Public Health
CMV	City of Mountain View
SFPUC	San Francisco Public Utilities Commission
SCVWD	Santa Clara Valley Water District

Footnotes

- All results met State and Federal drinking water health standards.
- CMV well data reflect the most current results from samples taken on a CDPH-approved water quality monitoring schedule.
- Turbidity is a water clarity indicator and also indicates the effectiveness of water treatment plants.
- Turbidity is measured every four hours. Values shown are monthly average turbidity values.
- The highest turbidity of the unfiltered water in 2012 was 2.9 NTU, but the water was not served to customers. The brief turbidity spike indicated in the table was not observed upstream in San Joaquin pipelines.
- There is no turbidity MCL for filtered water. The limits are based on the TT requirements in the State drinking water regulations, which require filtered water turbidity to be equal to or less than 0.3 NTU a minimum of 95 percent of the time.
- This is the highest locational running annual average value.
- Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the Sunol Valley Water Treatment Plant (SVWTP) only.
- Fluoride occurs naturally in source waters from the SFPUC, SCVWD, and City wells. The City of Mountain View and SFPUC added fluoride in 2012 to meet CDPH required levels.
- This average is calculated using data from raw water for Hetch Hetchy Reservoir, SVWTP, and Harry Tracy Water Treatment Plant (HTWTP). The fluoride levels in the Hetch Hetchy and SVWTP raw water were ND and 0.2 ppm, respectively. Mountain View does not receive water from HTWTP.
- Manganese is regulated by a secondary MCL (SMCL) which is an aesthetic standard. One well sample exceeded the SMCL by 1 ppm. This exceedance does not pose a health risk.
- The detected chlorate in treated water is a degradation byproduct of sodium hypochlorite used by the SFPUC for water disinfection.

Know Your Own Water System

The City of Mountain View is responsible for maintaining its water delivery infrastructure and the water quality within its distribution system. Your own maintenance practices can help protect the



Operator monitors the water distribution system

quality of this water as it flows from the City's system through your pipes, fixtures, appliances, and other plumbing components. To maintain the quality of water provided to you by the City, you should become familiar with

the condition, materials, operation, and care requirements of the various parts of your home or building's water system. Below are a few common considerations.

Pipes and Plumbing Parts

The age, condition, and material of your building's water pipes and other plumbing components affect the quality of water you get from the tap. Replace deteriorating pipes and plumbing parts to protect your tap water quality.



Water Filters

The City of Mountain View provides water that meets all State and Federal drinking water quality standards and does not require filtration. If you choose to use a water filter, read the labels carefully and replace filter parts as recommended to ensure the filter works properly.

Water Hardness and Water Softeners

Water softeners are generally not necessary in Mountain View's water service area. If, based on personal preferences, you choose to use a water softener, you should familiarize yourself with its operation and maintenance requirements. Regular maintenance prevents problems like the addition of resin particles or unusual odors from the softener to your tap water.

Hot Water Heaters

Just as the City regularly flushes water distribution mains, it is a good idea to flush your hot water heater once a year. Flushing prevents sediment build-up, prolongs the life and efficiency of your water heater, and can reduce water quality problems in your hot water system.



Water Quality Reporting in the Digital Age

The City of Mountain View is pleased to offer residents and water customers the option to receive this report through e-mail. Sign up to receive annual water quality reports electronically by visiting www.waterquality.mountainview.gov.

Tap Water — The Clear Choice

The City of Mountain View works with partner water agencies to provide excellent-quality water that is strictly monitored and affordable; a gallon of water costs less than 1 cent! Mountain View staff annually conducts over 2,000 water quality tests in addition to the testing performed by the SFPUC and the SCVWD (the City's potable water suppliers), and the City's water quality meets all State and Federal regulations.

More than Meets the Eye

Tap water is more than just a healthy, refreshing drink. Mountain View's distribution network conveys the water which not only supplies our taps at home but also sustains the high quality of life we enjoy in Mountain View, supports our economy, and is used to fight fires. We are all stewards of the City's water infrastructure, and our water bills pay to keep the community's water safe and reliable.

Sustainable Choices

The production and consumption of bottled water creates significant environmental impacts, including energy used to produce and transport plastic bottles that often end up in the waste stream. As part of the City's ongoing commitment to environmental sustainability, Mountain View prohibits the use of City funds for purchasing bottled water and instead encourages the use of our healthy and safe tap water.





City of Mountain View
Public Services Division
231 North Whisman Road
Mountain View, CA 94043

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To Contact Us

City of Mountain View
Public Services Division
231 North Whisman Road
Mountain View, CA 94043
(650) 903-6329

Business Hours:

Monday - Friday
8:00 a.m. - 4:00 p.m.

Ask Mountain View Online

www.mountainview.gov

Public Participation

The Mountain View City Council meets regularly on the second and fourth Tuesday of each month at 6:30 p.m. in the Council Chambers at City Hall, 500 Castro Street, Second Floor. Members of the public are encouraged to attend. Contact the City Clerk's Office at (650) 903-6304 for more information.

For more information about this Consumer Confidence Report or your water service, please contact:

Kerry Holeman

Water Quality Technician
(650) 903-6241
waterquality@mountainview.gov

Alison Turner

Utilities Services Manager
(650) 903-6329

Water Quality and System Operations (24 hours)

(650) 903-6329

Utility Account Status/Billing

Monday – Friday
8:00 a.m. – 5:00 p.m.
(650) 903-6317

Water Conservation Hotline

(650) 903-6216
www.conservewater.mountainview.gov

Suspicious Activities or Persons

911

More information regarding drinking water, treatment, quality, and regulations is available at:

Santa Clara Valley Water District

(408) 265-2607
www.valleywater.org

San Francisco Public Utilities Commission

(415) 554-3289
www.sfwater.org

California Department of Public Health Drinking Water Branch

(510) 620-3474
www.cdph.ca.gov/programs/pages/ddwem.aspx

U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline

(800) 426-4791
www.epa.gov/safewater

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