CITY OF MOUNTAIN VIEW

Water Quality '04

JUNE 2005 CONSUMER CONFIDENCE REPORT

Your Water

The City of Mountain View's goal is to provide safe, high-quality drinking water that meets Federal and State Standards. This annual report describes where the City's water comes from, lists results from water quality tests and explains how to interpret the data.

In 1996, Congress amended the Safe Drinking Water Act, adding a requirement that water systems deliver to their customers a brief annual water quality report similar to the Annual Water Quality Report that California utilities have been distributing since 1990. Consumers have the right to know the origin and content of their drinking water.

The City of Mountain View annually tests over 2,000 samples to continuously monitor the water distributed to you. The results of the sampling program show that Mountain View water meets all regulatory standards.

Our Commitment

Mountain View's commitment to providing a reliable, safe and adequate water supply includes maintaining the integrity of the water system infrastructure through on-going system maintenance and construction of new wells and storage facilities. Mountain View's commitment to water quality is demonstrated through scheduled water sampling and monitoring of the system. The conversion to chloramine disinfectant to the area served by San Francisco Public Utilities Commission (SFPUC) completed the conversion to chloramine citywide. Chloramine provides a longer lasting disinfectant for the entire water system, improves water quality, and complies with new and State and Federal regulations.

All of Mountain View's water treatment and water distribution operators are certified and attend continuing education classes to remain current in water quality. Our meter shop personnel also have certification in cross-connection control to prevent contaminants from entering the water system.

This report contains important information about your community's water quality. If necessary, please have it translated, or speak with a friend who understands it well.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Этот материал содержит важную информацию о качестве воды в вашем районе. При необходимости сделайте, пожалуйста, его перевод или обсудите его с теми, кто хорошо понимает этот текст.

这个报告包含社区水质量的重要信息，如果需要，请将它翻译，或对能听懂的朋友讲解

Contents

Protecting Your Health

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of small amounts of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects may be obtained by calling the U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, the 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. Environmental Protection Agency/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the U.S. EPA Safe Drinking Water Hotline – (800) 426-4791.

Fluoridation of Drinking Water

In 2004, Mountain View supplied fluoridated water at approximately 1 part per million, the State-prescribed optimum level. Mountain View has added fluoride to its drinking water since 2001 in compliance with California Department of Health Services (CDHS) regulations.

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 animal 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 result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and Herbicides**, which 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 by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive Contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. EPA and CDHS prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDHS regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Lead and Copper

Lead and copper are metals found as natural deposits and are commonly used in household plumbing and water service lines. The U.S. EPA adopted the Lead and Copper Rule and have established the Maximum Contaminant Level Goal (MCL) for lead and copper.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using the water. Additional information is available from the Safe Drinking Water Hotline: (800) 426-4791.

The CDHS recommended voluntary accelerated testing of lead and copper because of public concerns and to ensure water quality. Mountain View tests were completed in August 2004, and there was no change in the amount of lead and copper, and all results fall well below the MCL limits.

Nitrate

Nitrate in drinking water at levels above 45mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of infants' 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 ask for advice from your health care provider.

This information is being reported because some of the City's wells contain trace levels of nitrate. These trace levels do not pose a health risk to consumers.

Drinking Water Regulations

Cryptosporidium and Giardia

Cryptosporidium and Giardia are parasitic microbes found in most surface water supplies and can pose a potential health threat. If ingested, either may produce symptoms of diarrhea, stomach cramps, upset stomach, and slight fever. Some people are more vulnerable to Crypto-sporidium and Giardia than others, especially those with compromised immune systems. The San Francisco Public Utilities Commission (SFPUC) and Santa Clara Valley Water District (SCVWD) tests regularly for Cryptosporidium and Giardia in both source and treated water supplies. Both were occasionally found at very low levels in the SFPUC's water in 2004. The SCVWD water did not detect these microbes.

Unregulated Contaminant Monitoring Regulation (UCMR)

Federal Regulations required monitoring of new unregulated contaminants. The purpose of monitoring for unregulated contaminants in drinking water is to provide data to support the U.S. EPA decisions concerning whether or not to regulate these contaminants in the future for the protection of public health. The monitoring and reporting parameters were slightly different between the U.S. EPA and CDHS. While in conformance with the CDHS Regulation, Mountain View failed

to conduct and submit the results before the December 31, 2003 Federal compliance deadline. The U.S. Environmental Protection Agency issued a Federal administrative order to comply with their specific requirements in January 2004. In October 2004, Mountain View completed the bi-annual Federal UCMR and fulfilled the requirements. The monitoring and reporting failure did not result in any adverse health effects to customers.

Protecting Water Resources

Drinking Water Source Assessment Program

The Drinking Water Source Assessment Program is a program to determine how vulnerable drinking water sources are to commercial and industrial uses. Mountain View has three sources of supply: San Francisco Public Utilities Commission (SFPUC), Santa Clara Valley Water District (SCVWD) and its own groundwater wells. All three suppliers have conducted their source assessments. Water treatment plants provide multiple barriers for physical removal and disinfection of contaminants.

The SFPUC continuously monitors their watershed's weather conditions, water turbidity levels, microbial contaminants and aqueducts disinfectant levels. The 2004 annual update on the Watershed Control Program and Sanitary Survey describes the watersheds and water supply system, identifies potential sources of contamination in the watersheds, discusses the existing and recommended watershed management practices that protect water quality, and summarizes the water quality monitoring conducted.

The SFPUC also conducts a sanitary survey for local watersheds every five years. The 2000 assessment found that SFPUC watersheds have very low levels of contaminants, and those contaminants are associated with wildlife and, to a limited extent, human recreational activity.

SCVWD provides treated surface water to Mountain View from the Rinconada treatment plant. SCVWD surface water is mainly imported from the South Bay Aqueduct, Lake Del Valle, and San Luis Reservoir, which all draw water from the Sacramento-San Joaquin Delta watershed. The SCVWD local water sources include Anderson and Calero Reservoirs.

The SCVWD 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.

The imported sources are also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wild land fires in open space areas. In addition, local sources are also vulnerable to potential contamination from commercial stables and historic mining practices. No contaminant associated with any of these activities has been detected in the SCVWD treated water. The water treatment plants provide multiple barriers for physical removal and disinfection of contaminants. For additional information, visit the SCVWD website at *www.valleywater.org*.

Mountain View completed the source assessment for its drinking water wells in 2002 and conducted a source assessment for its new Well 22 in June 2004. The City wells are drilled very deep and the groundwater is protected by rock and impervious layers of clay. Mountain View actively monitors the water source to ensure the groundwater source is safe from possible shallow groundwater contamination from underground storage tanks or auto repair shops in the City.

Assessments are available for review at the CDHS Drinking Water Field Operations Branch, 2151 Berkeley Way, Room 458, Berkeley, CA 94704.

Copies of the summary can be mailed to you by request by contacting the Public Works Department for more information at (650) 903-6329.

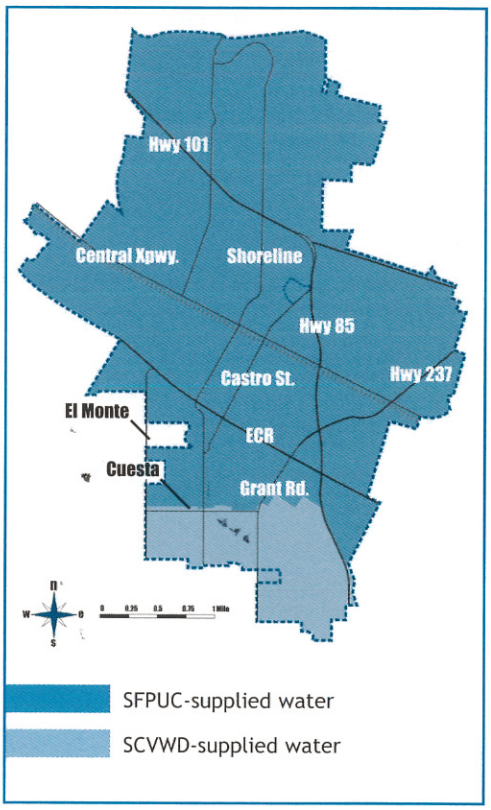
WATER QUALITY DATA

Drinking Water Sources

The City of Mountain View distributes over 4.2 billion gallons of fluoridated water annually to its customers from three separate sources. More than 90 percent of the City's water is treated surface water imported from the Sierra Nevada Mountains and purchased from the SFPUC's Hetch Hetchy System. Water supplied by the SFPUC comes from two major sources: Hetch Hetchy Reservoir in the Sierra Nevada Mountains, and a local watershed in Alameda County. The remaining water is imported from the Sacramento-San Joaquin Delta and is purchased from the SCVWD and a small fraction is groundwater pumped from the deep aquifer through the City's water wells.

City of Mountain View

Water Sources



Water Quality Data

This table provides representative analytical results of City of Mountain View water samples collected in 2004. The table contains the name of each substance, the highest level allowed by regulation, the amount detected, the usual sources of such contamination and a key to units of measurement. Please note: the presence of a substance does NOT necessarily indicate the drinking water poses a health risk.

Certain quantities of some substances are essential to good health, but excessive quantities can be harmful.

Important Definitions

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.

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.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk of health. MRDLGs are set by the U.S. 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 level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

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

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

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

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

City of Mountain View Water Quality Data for Year 2004 (1) (15)

Detected Contaminants	Measurements				Water Source					
Primary Health Related Constituents	Units	DLR	MCL	PHG (or MCLG)	SFPUC Range	SFPUC Average Max	SCVWD Range	SCVWD Average	CMV Wells (13)	Typical Source in Drinking Water
Turbidity (2)										
Unfiltered Hetch Hetchy Water	NTU	–	TT	NS	0.28 – 0.46 (3)	5 (4)	–	–	–	Soil run-off
Filtered Water Sunol Valley WTP, max turbidity minimum percentage of time	NTU	–	TT	NS	–	0.41	–	–	–	Soil run-off
	–	–	TT	NS	99% (14)	–	–	–	–	Soil run-off
Organic Chemicals (5)										
Total Trihalomethanes (TTHMs)	ppb	–	80	NS	21 – 48	47 (7)	33 – 64	49	–	By-product of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	–	60	NS	16 – 30	23 (7)	10 – 37	22	–	By-product of drinking water chlorination
Total Organic Carbon (6)	ppb	–	NS	NS	2.6 – 3.1	2.9	1.7 – 2.9	2.0	–	By-product of drinking water chlorination
Inorganic Chemicals										
Aluminum	ppb	50	1000	600	32 – 43	38	ND	ND	20	Erosion of natural deposits
Barium	ppb	100	1000	2000	3 – 50	26	ND	ND	128	Erosion of natural deposits
Fluoride (8)	ppm	0.1	2	1	<0.1 – 0.14	<0.1	ND	ND	0.8	Erosion of natural deposits
Nickel	ppb	10	100	12	–	–	ND	ND	ND	Erosion of natural deposits
Nitrate (as NO_3)	ppm	2	45	45	–	–	2 – 5	3	26	Erosion of natural deposits
Constituents with Secondary Standards	**Unit**	**DL**	**SMCL**	**PHG**						
Chloride	ppm	–	500	NS	<3 – 44	8	21 – 104	66	36	Run-off/leaching from natural deposits
Color	unit	–	15	NS	<5 – 6	5	<2.5	<2.5	<5	Naturally occurring organic material
Iron	ppb	100	300	NS	<10 – 32	18	ND	ND	100	Leaching from natural deposits
Manganese	ppb	20	50	NS	<2 – 3	<2	ND	ND	ND	Leaching from natural deposits
Specific Conductance	mS/cm	–	1600	NS	24 – 440	186	504 – 554	530	651	Substances that form ions when in water
Sulfate	ppm	500	500	NS	1 – 58	29	45 – 72	56.6	ND	Leaching from natural deposits
Total Dissolved Solids	ppm	–	1000	NS	29 – 171	100	242 – 314	283	300	Run-off/leaching from natural deposits
Turbidity	NTU	–	5	NS	0.07 – 0.27	0.17	<0.3	0.09	0.1	Soil run-off
Cryptosporidium oocysts	Oocysts/1	–	–	ND	–	–	ND	ND	–	Naturally occurring
Other Water Constituents Analyzed	**Units**	**DLR**	**AL**		**SFPUC Range**	**SFPUC Average**	**SCVWD Range**	**SCVWD Average**	**CMV Wells (13)**	
Alkalinity (as $CACO_3$)	ppm	–	NS	–	10 – 138	62	69 – 82	76	246	Naturally occurring
Boron	ppb	100	1000	–	13 – 74	44	137 – 217	172	ND	Naturally occurring
Calcium	ppm	–	NS	–	3 – 27	15	50 – 60	55	100	Naturally occurring
Hardness (as $CACO_3$)	ppm	–	NS	–	7 – 145	66	69 – 144	105	256	Naturally occurring
Fluoride	ppm	0.1	NS	–	<0.1 – 0.2	1.0	ND	ND	0.8	Naturally occurring
Magnesium	ppm	–	NS	–	<0.5 – 10	5.4	11 – 17	14	1.46	Naturally occurring
pH	unit	–	NS	–	7.5 – 10.5	8.8	7.1 – 8.0	7.6	7.6	Naturally occurring
Potassium	ppm	–	NS	–	<0.3 – 2	1.0	2.2 – 3.9	3.2	1.68	Naturally occurring
Silica	ppm	–	NS	–	5 – 8	6.0	13 – 16	15	–	Naturally occurring
Sodium	ppm	–	NS	–	13 – 18	10	43 – 82	60	26	Naturally occurring
Vanadium	ppb	.003	NS	–	ND	ND	3	3	5	Naturally occurring
Zinc	ppm	.05	5	–	ND	ND	ND	ND	ND	Naturally occurring

Mountain View System Constituents	Units		MCL (or AL)	PHG (or MCLG)	Range	Average Max	Typical Sources in Drinking Water
Turbidity	NTU	–	5	NS	0.1 – 0.6	0.2	Soil run-off
Organic Chemicals							
Total Trihalomethanes (TTHMs)	ppb	–	80	80	23 – 58	44 (7)	By-product of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	–	60	60	13 – 65	29 (7)	By-product of drinking water chlorination
Other Water Constituents Analyzed							
Fluoride (12)	ppm	–	2	1	0.8 – 1.4	1.0	Naturally occurring and added for treatment
Total Chlorine	ppm	–	MRDL = 4	MRDLG = 4	1.7 – 2.6	2.4	Water disinfectant added for treatment
Microbial Total Coliform	%	–	5	(0)	0	0	Naturally present in the environment
Customer Tap Lead and Copper Sampling					90th Percentile (9)		
Copper	ppb	–	(1300)	170	40 (10)	–	Corrosion of household plumbing system
Lead	ppb	–	(15)	2	3 (11)	–	Corrosion of household plumbing system

KEY

–	Non Applicable
<	Less Than
AL	Action Level
NS	No Standard
NTU	Nephelometric Turbidity Unit
ppb	Parts per Billion
ppm	Parts per Million
µS/cm	microSiemens/centimeter
DLR	Detection Limit Reporting
SMCL	Secondary Maximum Contaminant Level

Footnotes

(1) All results met State and Federal drinking water regulations.

(2) Turbidity is the water clarity indicator; it also indicates the quality of the water and the treatment system efficiency.

(3) Results are based on the monthly average turbidities measured at the Tesla Portal.

(4) Turbidity is measured every four hours. This is a single measurement result. Higher turbidities occurred in the Hetch Hetchy system in January 2004 while returning the Hetch Hetchy water supply to service, but the water was not served to customers.

(5) CDHS has approved SFPUC's request for a waiver of 35 synthetic organic chemicals.

(6) TOC is a precursor for disinfection by-product formation. Data are obtained from effluent monitoring at Sunol Valley Water Treatment Plant.

(7) The reported data is the highest annual running average.

(8) These data indicate the source water fluoride levels are obtained from Hetch Hetchy, Calaveras, and San Antonio Reservoirs.

(9) The 90th percentile level of lead or copper must be less than the action level.

(10) In 2004, 0 out of 24 residences were over the copper Action Level at consumer taps.

(11) In 2004, 0 out of 24 residences were over the lead Action Level at consumer taps.

(12) The City of Mountain View added fluoride in 2004 to state-required levels.

(13) In 2004, only one well supplied the water distribution system.

(14) This is the minimum percentage of time that the filtered water turbidity is less than 0.3 NTU.

(15) Note that chromium, perchlorate, and MTBE were not detected in the source or treated water.

Note: Additional water quality data may be obtained by calling the City of Mountain View, Public Services Division, at (650) 903-6329.

What's New in the System

Regional Participation

Mountain View actively participates in the long-range regional planning activities of future needs with our suppliers.

Urban Water Management Plan (UWMP) Updates

The California Water Code requires urban water suppliers like Mountain View to prepare an Urban Water Management Plan that assesses the water supply and future water demands. The required elements in the plan include long-term planning, revenues, sources of water, water reliability, conservation and shortage contingency plans.

The UWMP is required to be updated every five years. Public Works staff is currently working on a draft plan and will hold public hearings in the fall. Look for information in the Mountain View City website www.mountainview.gov or (650) 903-6517.

SFPUC Fluoridation Project

Fluoride is nature's cavity fighter. Fluoridation adjusts the naturally occurring fluoride in drinking water to the ideal level for protecting your teeth. Fluoridated drinking water benefits people of all ages by preventing tooth decay. Since 2001, Mountain View has fluoridated drinking water to protect dental health.

Beginning in fall 2005, the San Francisco Public Utilities Commission will fluoridate the drinking water of its entire service area to protect customers' dental health. Currently the water supplied by the SFPUC to Mountain View is not fluoridated. After the SFPUC supply is fluoridated, Mountain View will continue fluoridation of the SCVWD and well supplies. If drinking water is fluoridated, prescription fluoride supplements are not necessary.

For more information about fluoride, visit the SFPUC website at sfwater.org/fluoride. Local county health departments are also a good source of information about fluoride.

SFPUC Fluoride Information Line:
(866) 668-6008

County of Santa Clara Health Department:
(408) 885-3980

CAPITAL IMPROVEMENT PROGRAM (CIP) UPDATE

System Improvements

Reliability includes replacement of the nuts and bolts of the system.

1.5 miles of water and service mains on Dale Avenue, Heatherstone Way, Paul Avenue, Leona Lane, Barbara Avenue, Hollingsworth Way, and Kathy Way were replaced.

2.5 miles of water main replacements are currently under construction on Springer Road, Hope Street, and in the Fairmont Park and Rex Manor neighborhoods.

100 service saddles in the San Veron Park and San Pierre neighborhoods are being replaced.

Well 22, a new well added to Mountain View's emergency supply, was commissioned in December 2004 and can produce approximately 1 million gallons a day.

Mountain View is conducting a well reliability study and sustainability assessment of system-wide well capacity for short-term emergency response.

Water Storage

Mountain View storage reliability is being enhanced with construction of two reservoir projects and well construction that address operational and future storage needs.

Graham Reservoir and Field project is a joint project with the Mountain View-Whisman School District located at Graham Middle School. An 8 million gallon underground reservoir is currently under construction. The project includes infrastructure required to support the new reservoir and well, including a pump station and new potable water well (Well 23). The school's playing fields will be rebuilt with restrooms and equipment storage to support the new and upgraded athletic facilities. The project completion date is expected late 2006.

Miramonte Reservoir Expansion Project is a 2.3 million gallon reservoir currently under construction and is located adjacent to an existing 1 million gallon reservoir. Completion is expected next fall.

Operational Highlights

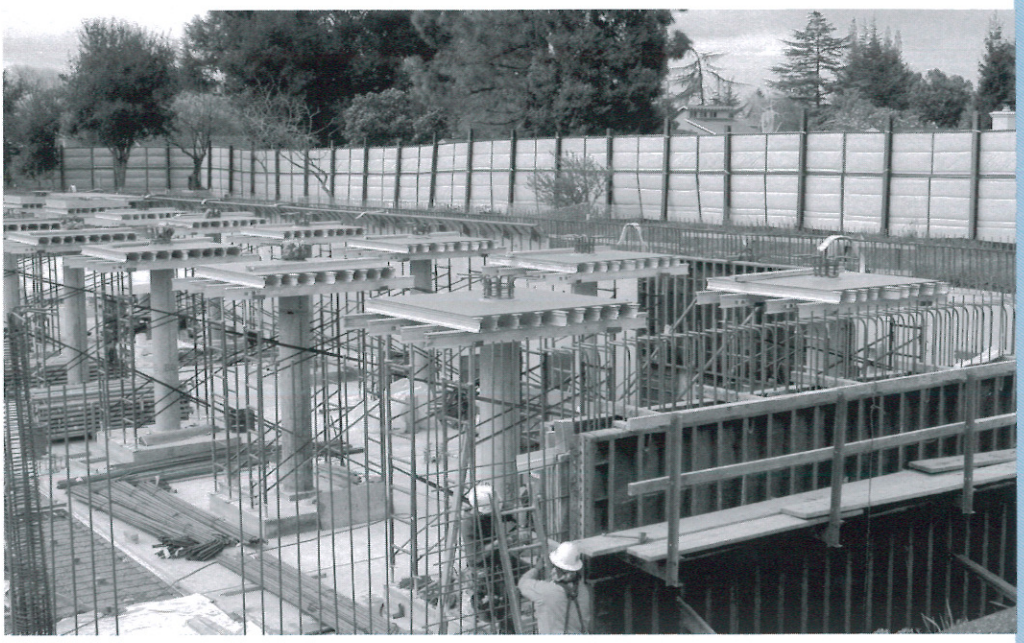
The capital improvement projects complement the ongoing maintenance of the Mountain View water system. The Water Division diligently maintains fire hydrants and valves, and repairs water main breaks immediately to minimize water losses. The water distribution system is flushed annually to remove any sediment.

City-wide Conversion to Chloramine Disinfectant

Since March 1991, Mountain View has received SCVWD chloraminated water that serves the area of the City south of Cuesta Drive. In February 2004, the Mountain View system-wide change to chloramine disinfection of its drinking water was completed. Chloramine is more stable and lasts longer in water than chlorine, and will help the City meet current and future water quality regulations. Chloramine improves drinking water quality.

Recently, the California Conference of Local Health Officers (CCLHO) joined CDHS and EPA in endorsing the use of chloramine as a safe alternative to chlorine in the residual disinfection of public drinking water supplies. The CCLHO concluded that chloramine protects public health by controlling exposure to waterborne organisms known to cause infectious diseases in humans, while at the same time lowering regulated disinfection byproducts.

For certain sensitive uses such as fish and amphibian tanks, kidney dialysis and industrial processes, chloraminated water must be treated before use. Sensitive users may contact the Public Works Department for information on how to remove chloramine.



Construction of the new Miramonte Reservoir

Water Conservation

Even with the record rainfall we experienced this past winter, continue your water conservation efforts. When you conserve water, you also conserve electricity. According to the Santa Clara Valley Water District (SCVWD), in California, we use more electricity for pumping and treating water than for any other use.

The SCVWD has been assisting the City of Mountain View with audits using the Irrigation Technical Assistance Program (ITAP). For more information, contact SCVWD at (408) 265-2607 ext. 2639.

Please take advantage of the conservation programs available to Mountain View residents and businesses listed on the back of this Water Quality Report.

Progress on the new Graham Reservoir

To Contact Us

City of Mountain View
Public Works Department
231 North Whisman Road
Mountain View, CA 94043
www.mountainview.gov

During business hours, Monday-Friday, 8 am-5 pm, call:

Utility Account Status or Billing
(650) 903-6317

Public Works Department
Water quality and general systems questions
(650) 903-6329

After hours, evenings, holidays
(650) 903-6395

Report suspicious activities to the Police
Dial 911

Public Participation
The public is invited to the City Council meetings, and the City Council generally meets the second and fourth Tuesdays of the month. The public is invited to participate with the development of the Urban Water Management Plan.

To request additional information:
call (650) 903-6517 or visit
uwmp@ci.mtnview.ca.us

For more information, contact one of the City of Mountain View staff listed below:

David Serge, Utility Services Manager
231 North Whisman Road
Mountain View, CA 94043
(650) 903-6329

Dorothy DeOcampo,
Water Quality Technician
231 North Whisman Road
Mountain View, CA 94043
(650) 903-6329

Other sources of information:
California Department of Health Services
Drinking Water Branch: (510) 540-2158
www.dhs.ca.gov/ps/ddwem/

U.S. Environmental Protection Agency
www.epa.gov/safewater

Safe drinking water hotline
(800) 426-4791

Questions and Answers

Q. Is my water safe to drink?

A. Yes. Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (U.S. EPA) standards and State drinking water health standards. Mountain View safeguards its water supplies-and once again we are proud to report our system has not violated a maximum contaminant level or any other water quality standard.

Q. How does lead and copper get into tap water?

A. The sources of lead in the tap water are most likely lead solder and copper piping in the customer's plumbing. The most common cause is corrosion, a reaction between the water and the lead solder or copper piping.

Q. Why does the California Department of Health Services focus on lead?

A. In 2004, with the discovery of increased lead levels in Washington D.C. following their conversion to chloramine, there was increased public concern about lead and how it relates to the conversion to chloramine in California. While Mountain View disinfects with chloramine, our source waters (SFPUC, SCVWD and wells) do not have the same water chemistry constituents as those found in other parts of the country and have not resulted in increased lead levels.

The SFPUC source water has a higher pH and SCVWD raises the pH in their water to inhibit corrosion, and both techniques minimize lead introduced into the customer's service.

Q. Why is my water yellow or brown?

A. The most common reason for discolored water is household plumbing. When water is not circulated regularly (such as in a guest bathroom or when unused during vacation), it can pick up color from galvanized or copper pipes. A rusting water heater can also discolor water. In addition, distribution mains can accumulate small amounts of sediment that settles out.

City water operators opening hydrants and altering normal flow patterns can disturb this sediment. In all cases, letting the water run 5-10 minutes should clear the discoloration.

Q. Why does my water sometimes look cloudy?

A. Tiny air bubbles can cause cloudy water. We often pump water to assist in distribution and this can introduce air into the system and create bubbles. The cloudy appearance will settle out if allowed to stand for a few minutes.

Q. How much water should I store for emergencies?

A. The Office of Emergency Services recommends a minimum of one gallon per person per day. Plan for at least three days.

Q. How long can I store drinking water?

A. Drinking water that has been disinfected can be stored for six months in capped, plastic containers.

Q. What is my water pressure?

A. Department of Health Services requires that a public water system provide more than 20 pounds of pressure. The lowest water pressure in the City system is 45 pounds, and every effort is made to keep the water pressure within a 5-pound range.

Water Conservation Programs

Residences

Water-Wise House Call Survey Program:
800-548-1882

Irrigation Technical Assistance Program:
(ITAP): (408)-265-2607 ext. 2639

Showerhead and Aerator Retrofit Distribution Program:
(408)-265-2607 ext. 2639

Residential High-Efficiency Clothes Washer Rebate Program:
(408) 265-2607 ext 3201

Residential High Efficiency/Dual Flush Toilet Rebate Program:
(408) 265-2607 ext 2639

Businesses

Commercial/Industrial/Institutional (CII) High Efficiency Toilet (HET) Program:
(408) 265-2607, x2707

Commercial High-Efficiency Clothes Washer Rebate Program:
(408) 265-2607, x2707

ET Controller Pilot Program:
(408) 265-2607, x2639

Pre-Rinse Sprayer Program for Restaurants:
(800) 423-9896

Water Efficient Technologies Program:
(408)-265-2607 ext. 3201

Commercial Water Survey Program:
(415) 434-0900

Commercial/Industrial/Institutional (CII) Innovative Retrofits Program, Medical Equipment:
(408) 265-2607, x2707

City of Mountain View
Public Works Department
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