



Water Quality '05

JUNE 2006

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 ongoing system maintenance operations, and construction of new storage facilities and new wells. The completion of the 2005 Urban Water Master Plan demonstrates Mountain View's ability to deliver potable water in the future. Mountain View's commitment to water quality and quantity is demonstrated through scheduled water sampling and monitoring of the system.

All of Mountain View's water treatment and water distribution operators are certified and attend continuing education classes to maintain their status. 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.

此份有關你的食水報告，內有重要資料和訊息，請找他人為你翻譯及解釋清楚。



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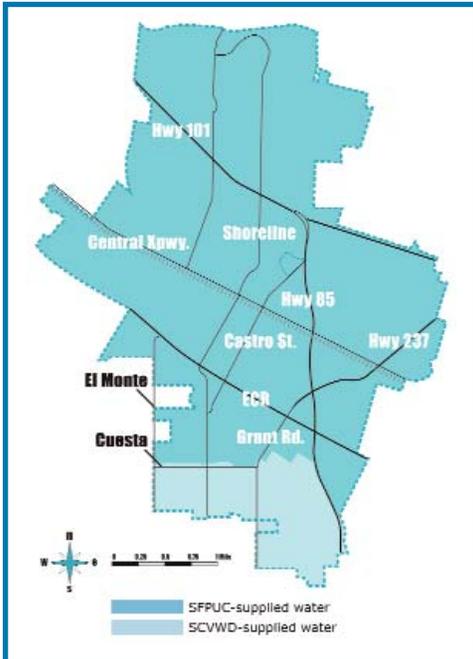
Drinking Water Sources

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 San Francisco Public Utilities Commission's (SFPUC) Hetch Hetchy System. Located in Yosemite National Park, the Hetch Hetchy Watershed provides most of the SFPUC total water supply. Water supplied by the SFPUC also comes from watersheds in Alameda and San Mateo Counties.

The Santa Clara Valley Water District supplies approximately 10 percent of Mountain View's water supply; it is imported from the Sacramento-San Joaquin Delta. Mountain View owns and operates seven groundwater wells that are pumped from the deep aquifer. These wells supply a small fraction of the City's water and are blended with SFPUC supplies.

City of Mountain View

Water Sources



Drinking Water Source Assessment Program

The Drinking Water Source Assessment Program is a program to determine whether drinking water sources are vulnerable to contamination from commercial and industrial uses. Mountain View has three sources of supply: San Francisco Public Utilities Commission (SFPUC), Santa Clara Valley Water District (SCVWD), and City of Mountain View groundwater wells. All three suppliers have recently conducted source assessments.

The SFPUC aggressively protects the natural resources entrusted to its care by continuously monitoring its watersheds' weather conditions, water turbidity levels, microbial contaminants and aqueduct disinfectant levels. The 2005 annual update of the Watershed Control Program and Sanitary Survey describes the watersheds and water supply system, identifies potential sources of contamination, discusses the existing and recommended watershed management practices that protect water quality, and summarizes water quality monitoring.

The SFPUC also conducts a sanitary survey of local watersheds every five years. The 2005 assessment found that SFPUC watersheds have very low levels of contaminants, which are associated with wildlife and, to a limited extent, human recreational activity.

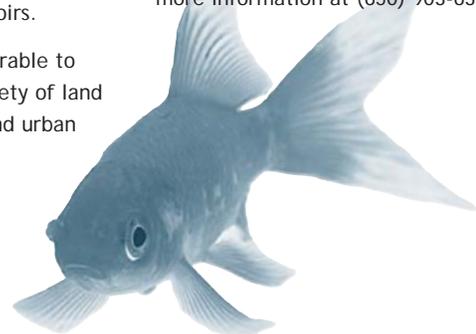
SCVWD provides treated surface water to Mountain View from the Rinconada treatment plant. SCVWD surface water is mainly imported from the South Bay Aqueduct, Lake Del Valle, and San Luis Reservoir which all draw water from the Sacramento-San Joaquin Delta watershed. The SCVWD local water sources include 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 wildland fires in open space areas. In addition, local sources are vulnerable to potential contamination from commercial stables and historic mining practices. The water treatment plants provide multiple barriers for physical removal and disinfection of contaminants. No contaminant associated with any of these activities has been detected in the SCVWD treated water. 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 Well 22 in June 2004. A source assessment is currently underway for new Well 23. Mountain View wells may be potentially vulnerable to both auto repair shops and leaking underground storage tanks, but potential groundwater contamination would likely be confined to the upper aquifer. The City wells are drilled deep into the lower aquifer; layers of clay act as a barrier protecting the wells from potential upper aquifer contamination. Mountain View actively monitors the water source to ensure the groundwater source is safe.

Assessments are available for review at the CDHS Drinking Water Field Operations Branch, 850 Marina Bay Parkway, Building P, 2nd Floor, Richmond, California, 94804. Copies of the summary can be mailed to you by request by contacting the Public Works Department for more information at (650) 903-6329.



Chloramine Disinfectant

Mountain View suppliers, the SFPUC and the SCVWD use chloramines as drinking water disinfectant. Chloramine improves drinking water quality because it is more stable and lasts longer in water than chlorine.

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.



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 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 ask for advice from your health care provider.

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

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. 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 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 healthcare providers. United States Environmental Protection Agency (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 U.S. EPA Safe Drinking Water Hotline, (800) 426-4791.

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, agricultural application 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.

FLUORIDE IN YOUR DRINKING WATER

Since 2001, Mountain View supplied fluoridated water at approximately 1 part per million, the optimum level prescribed by the California Department of Health Services.

In November 2005, the SFPUC completed fluoridation of its entire wholesale service area. Mountain View is currently required to fluoridate only SCVWD and well supply.

Water Quality Data

This table provides representative analytical results of City of Mountain View water samples collected in 2005. 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. Sample results below detection limits are not listed. Please note: the presence of a substance does not necessarily indicate the drinking water poses a health risk. To understand the table, please refer to the definitions on page 5 and the footnotes and key on pages 4 and 5.

During 2005, the SFPUC Water Quality Bureau conducted more than 103,000 water quality tests in both its source water supplies and treated drinking water to protect public health. Samples were taken at various water sources and throughout the regional water transmission system, which delivers water to City of Mountain View for distribution to our customers.

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) Turbidity is measured every four hours.
- (4) This is a single, maximum measuring result.
- (5) This is the minimum percentage of time that the filtered water turbidity was less than 0.3 NTU.
- (6) The reported data is the highest quarterly running annual average value.
- (7) TOC is a precursor for disinfection by-product formation.
- (8) Fluoride occurs naturally in source waters from SFPUC, SCVWD and wells. The City of Mountain View added fluoride in 2005 to state-required levels.
- (9) In 2005, only one well supplied the water distribution system.
- (10) Note that chromium, perchlorate, and MTBE were not detected in the source or treated water.
- (11) Two samples during 2005 were positive for total coliform due to laboratory error.

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

City of Mountain View Source Water Quality Data for Year 2005 ⁽¹⁾ ⁽¹⁰⁾										
Detected Contaminants	Measurements				Water Source					Typical Source in Drinking Water
	Units	DLR	MCL	PHG (or MCLG)	SFPUC Range	SFPUC Average Max	SCVWD Range	SCVWD Average	CMV Wells ⁽⁹⁾	
Primary Health Related Constituents										
Turbidity ⁽²⁾										
Unfiltered Hetch Hetchy Water, max 5 NTU	NTU	—	TT	NS	0.25 – 1 ⁽³⁾	1.74 ⁽⁴⁾	—	—	—	Soil run-off
Filtered Water, Sunol Valley WTP, max turbidity, minimum percentage of time	NTU	—	TT	NS	—	—	—	—	—	Soil run-off
	—	—	TT	NS	100% ⁽⁵⁾	0.27	—	—	—	Soil run-off
Organic Chemicals										
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	11 – 71	38 ⁽⁶⁾	35 – 65	46	—	By-product of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	6 – 47	24 ⁽⁶⁾	14 – 31	23	—	By-product of drinking water chlorination
Total Organic Carbon ⁽⁷⁾	ppm	—	NS	NS	0.9 – 3	2.3	1.8 – 3.2	2.24	—	Various natural and man-made sources
Inorganic Chemicals										
Aluminum	ppb	50	1000	600	6 – 70	38	ND	ND	ND	Erosion of natural deposits
Nitrate (as NO ₃)	ppm	2	45	45	ND	ND	ND – 5	3	17.8	Erosion of natural deposits
Constituents with Secondary Standards										
Chloride	ppm	NS	500	NS	<3 – 25	9	15 – 109	55	34.9	Run-off/leaching from natural deposits
Color	unit	NS	15	NS	<5 – 25	12	<2.5	<2.5	ND	Naturally occurring organic material
Iron	ppb	100	300	NS	<10 – 32	18	ND	ND	ND	Leaching from natural deposits
Manganese	ppb	20	50	NS	<2 – 3	<2	ND	ND	ND	Leaching from natural deposits
Specific Conductance	mS/cm	NS	1600	NS	25 – 435	155	286 – 624	482	632	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1 – 42	19	49 – 71	59	23.4	Leaching from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	20 – 210	116	212 – 317	268	369	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	0.09 – 0.49	0.24	0.04 – 0.08	0.06	ND	Soil run-off
Other Water Constituents Analyzed										
Alkalinity (as CaCO ₃)	ppm	NS	NS	NS	6 – 150	54	51 – 152	89	260	Naturally occurring
Boron	ppb	100	1000	NS	16 – 168	73	125 – 185	162	ND	Naturally occurring
Calcium	ppm	NS	NS	NS	3 – 30	16	15 – 35	22	75	Naturally occurring
Chlorate	ppm	0.02	NS	NS	ND	ND	0.04 – 0.25	.13	ND	Naturally occurring
Hardness (as CaCO ₃)	ppm	NS	NS	NS	8 – 150	56	60 – 167	109	269	Naturally occurring
Fluoride	ppm	0.1	NS	NS	<0.1 – 0.2	0.1	0.1	0.1	0.1	Naturally occurring
Magnesium	ppm	NS	NS	NS	<0.5 – 12.3	6.6	8 – 18	13	20	Naturally occurring
pH	unit	NS	NS	NS	7.6 – 9.8	8.9	7.2 – 8.4	7.6	7.5	Naturally occurring
Potassium	ppm	NS	NS	NS	<0.5 – 1.4	0.8	1 – 4	2.7	ND	Naturally occurring
Silica	ppm	NS	NS	NS	4.4 – 7.2	6.3	11 – 17	14	ND	Naturally occurring
Sodium	ppm	NS	NS	NS	3 – 26	105	17 – 73	49	48	Naturally occurring
Vanadium	ppb	3	NS	NS	ND	ND	ND – 4	4	ND	Naturally occurring

Mountain View System Constituents	Units	DLR	MCL (or AL)	PHG (or MCLG)	Range	Typical Source in Drinking Water
Turbidity	NTU	NS	5	NS	0.0 – 0.5	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	80	38 – 42.1	By-product of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	60	25.9 – 30.5	By-product of drinking water chlorination
Other Water Constituents Analyzed						
Fluoride ⁽⁸⁾	ppm	NS	2	1	0.8 – 1.4	Naturally occurring and added for treatment
Total Chlorine	ppm	NS	MRDL = 4	MRDLG = 4	1.4 – 2.6	Water disinfectant added for treatment
Microbial Total Coliform	%	—	5	0	2 ⁽¹¹⁾	Naturally present in the environment

KEY	
—	Non Applicable
<	Less Than
AL	Action Level
ND	Non-Detect
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

Important Definitions

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

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

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

What's New in the System

CAPITAL IMPROVEMENT PROGRAM (CIP) UPDATE

System Improvements

- City contractors replaced more than one mile of water and service mains in the Fairmont Park neighborhood. Contractors also replaced 100 water service saddles in the San Pierre neighborhood.
- Over a mile of water main and service replacements are nearing completion in the Rex Manor neighborhood, and on Springer Road, and Hope Street.

Future

- Contractor bids are expected for replacement of one mile of water and service mains on Latham Street, Barbara Avenue and the Junction Avenue area.
- Mountain View will commence work on a water system study that will evaluate infrastructure needs and capital improvement master planning.



Miramonte Reservoir Expansion Project.

Water Storage

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

The Graham Reservoir and Field project is a joint project with the Mountain View-Whisman School District located at Graham Middle School. A new well and an 8 million-gallon underground reservoir and pump station are currently under construction. A new playfield will cover the underground reservoir. The project completion date is expected late 2006.

The Miramonte Reservoir Expansion Project added 2.3 million gallons of water storage next to the existing one million-gallon reservoir.



Graham Reservoir and Field Project, near completion.

Urban Water Management Plan (UWMP) Update

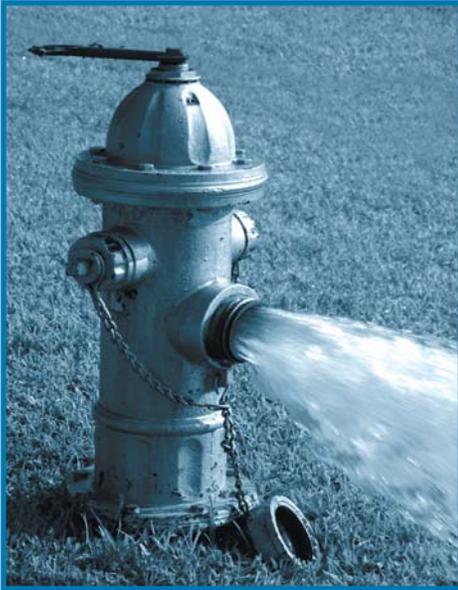
The California Water Code requires urban water suppliers like Mountain View to prepare an Urban Water Management Plan that assesses the water supply and demands for all water agencies. The required elements in the plan include 20-year planning, revenues, sources of water and alternatives, water reliability and shortage contingency plans.

The UWMP is required to be updated every five years. In 2005, Mountain View worked collaboratively with the SFPUC and SCVWD to determine demands and supplies during normal precipitation years and to review shortage contingency plans during dry periods. Mountain View assessed its demand versus supply and the resulting impact on treated and well water. Mountain View has adequate supply for normal periods. With conservation practices in place, Mountain View will have adequate supply during dry periods as well.

The final report can be found on the City website at www.mountainview.gov.

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 loss. The water distribution system is flushed annually to remove any sediment.



Annual hydrant flushing.

Water Conservation

Even though there have been two years of above normal record rainfall, please continue to conserve water. When you conserve water, you also conserve energy. According to the SCVWD, in California, more energy is used for pumping and treating water than for any other use.

Water conservation programs available to Mountain View residents and businesses are listed on page 8.



To Contact Us

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

Normal business hours:
Monday – Friday
8:00 a.m. – 4:00 p.m.

Public Works Department

Water quality and general systems questions
(including after hours, evenings, holidays):
(650) 903-6329

Report suspicious activities to the Police
Dial 911

Utility Account Status of Billing

Normal business hours:
Monday – Friday, 8:00 a.m. to 5:00 p.m.
(650) 903-6317

Public Participation

The public is invited to the City Council meetings; the City Council generally meets the second and fourth Tuesdays of the month.

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

David Serge,
Utilities 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) 903-6241

Other sources of information:

California Department of Health Services
Drinking Water Branch:
(510) 620-3474
www.dhs.ca.gov/ps/ddwem

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

USEPA 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 Standards (U.S. EPA) and State drinking water health standards. Mountain View vigilantly 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 do 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 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 3 days.

Q. How long can I store tap water?

A. Tap water can be stored for six months in capped, plastic containers.

Q. What is my water pressure?

A. The Department of Health Services requires that a public water system provide more than 25 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 Landscapes

[Weather Based Irrigation Controller \(WBIC\) Installation Program:](#)
(866) 685-2322

[Irrigation Technical Assistance Program \(ITAP\):](#)
(408) 265-2607, ext. 2639

[Irrigation System Hardware Rebate Program \(ISHRP\):](#)
(408) 265-2607, ext. 2639

[Residential Water Efficient Landscape Rebate Program \(WELRP\):](#)
(408) 265-2607, ext. 2205

[Commercial Water Efficient Landscape Rebate Program \(WELRP\):](#)
(408) 265-2607, ext. 2205

Residences

[Water-Wise House Call Program:](#)
(800) 548-1882

[Irrigation System Hardware Rebate Program \(ISHRP\):](#)
(408) 265-2607, ext. 2639

[Showerhead and Aerators Retrofit Distribution Program:](#)
(408) 265-2607, ext. 2639

[Residential Clothes Washer Rebate Program:](#)
(408) 265-2607, ext. 2205

[Residential High Efficiency/Dual Flush Toilet Rebate Program:](#)
(408) 265-2607, ext. 2205

Businesses

[Commercial/Industrial/Institutional \(CII\) High Efficiency Toilet \(HET\) Program:](#)
(408) 265-2607, ext. 2707

[Commercial Clothes Washer Rebate:](#)
(408) 265-2607, ext. 2707

[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, ext. 124

[Commercial/Industrial/Institutional \(CII\) Innovative Retrofits Program, Medical Equipment:](#)
(408) 265-2607, ext. 2707



City of Mountain View
Public Works Department
231 North Whisman Road
Mountain View, CA 94043

ECRWSS
U.S. Postage
PAID
Presorted Standard
Mountain View
Permit No. 179

Attention: Postal Patron