



Water Quality 2008

JUNE 2009 CONSUMER CONFIDENCE REPORT

Meet or Beat the 10 Percent Water Conservation Goal

California is in an ongoing drought. In June 2008, following two years of extremely dry weather, Governor Schwarzenegger declared a State-wide drought, and in February 2009, declared a State water supply emergency.

The San Francisco Public Utilities Commission (SFPUC), which supplies 87 percent of Mountain View's water through the Hetch Hetchy system, is requesting water users reduce their consumption by 10 percent. To promote conservation and preserve the potable water supply, the City of Mountain View is ready to help all business and residential customers achieve the 10 percent conservation goal.

Mountain View offers many programs to help residents and businesses save water, including rebates and incentives for replacing landscaping and installing water-saving devices.

Call the City's Water Conservation staff at (650) 903-6216 and we'll tell you more about these opportunities. For additional information, visit the City's website at www.mountainview.gov.



Your Water

The City of Mountain View is committed to providing its water customers with a safe and reliable supply of high-quality drinking water that meets or exceeds Federal and State standards.

Each year, the City publishes a water quality report known as the Consumer Confidence Report. The Report provides Mountain View water customers with important information regarding the City's water supply sources, the results of the City's water quality testing program, and water system operations and improvements.

The City of Mountain View tests more than 2,000 water samples each year to continuously monitor the quality of the water distributed to its customers. The results of the 2008 sampling program show that Mountain View water meets all regulatory standards. Additional information regarding the testing program and its results are listed on Pages 4 and 5.

The 2008 Consumer Confidence Report has been prepared in accordance with the Federal Safe Drinking Water Act and State Department of Public Health requirements.

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.

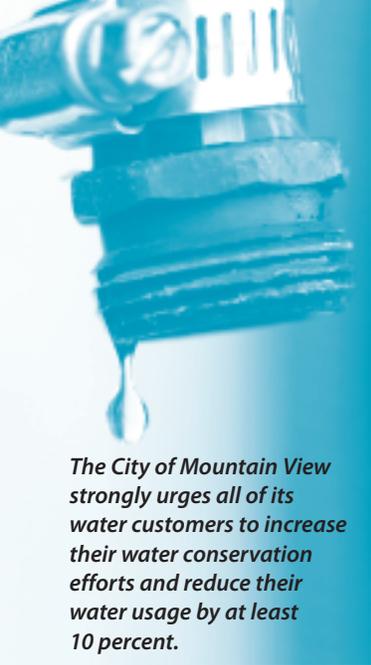
Este reporte contiene información muy importante sobre el agua que toma.

Llame a (650) 903-6145 si necesita ayuda en español.

Данный рапорт содержит важную информацию о вашей питьевой воде. проконсультируйтесь с тем, кто его понимает.

這份報告包含了飲用水的重要資訊，請找看得懂的人為你翻譯或說明。

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The City of Mountain View strongly urges all of its water customers to increase their water conservation efforts and reduce their water usage by at least 10 percent.

10 Simple Steps to Reduce Water Use by 10 percent

1. Turn off the water tap while brushing your teeth, shaving or doing the dishes. You'll save 2.5 gallons every minute.
2. Take shorter showers. Each minute of reduced shower time will save up to 2.5 gallons.
3. Replace old toilets, showerheads and clothes washers with new, higher-efficiency fixtures and appliances.
4. Install low-flow aerators in your kitchen and bathroom faucets.
5. Don't allow the water to run as you wash your car. Install an automatic shutoff device on your hose, or take your car to a car wash that recycles water.
6. Make sure your plumbing isn't broken or defective. A running toilet can waste 2 gallons a minute. A faucet leaking a small stream can waste more than 2,000 gallons each month.
7. Plant water-wise, drought-tolerant gardens and don't overwater. Be sure your sprinklers are adjusted to water plants, not pavement.
8. Irrigate at night or early in the morning. Watering between midnight and 6:00 a.m. minimizes evaporation.
9. Operate your clothes washer and dishwasher with full loads only, even if the appliances have adjustable load settings.
10. Take advantage of the water conservation programs and services offered by the City of Mountain View and Santa Clara Valley Water District that make it easy to conserve water and save money (see below).

Water Conservation Programs

The City of Mountain View, in conjunction with the Santa Clara Valley Water District (SCVWD), offers residents and businesses a wide variety of programs and services to conserve water and save money.

Residential Programs

- **Water-Wise House Calls.** Trained water surveyors will come to your home or apartment to review your water usage, provide free low-flow showerheads and aerators (if needed) and suggest other ways for you to save water. Call (800) 548-1882 to schedule an appointment.
- **Free Low-Flow Showerhead and Aerator Distribution.** Request free low-flow shower heads and kitchen and bath faucet aerators be sent to you. Call (408) 265-2607, Ext. 2554, for more information.
- **Residential Clothes Washer Rebate Program.** Buy a high-efficiency clothes washer and receive a rebate of \$125 to \$200. Call (408) 265-2607, Ext. 2554, for more information.
- **High-Efficiency Toilet Rebate Program.** You may be eligible for a rebate up to \$125 if you replace a toilet that flushes at 3.5 gallons per flush or more with an approved high-efficiency or dual flush toilet. Call (877) 874-8479 for more information.
- **Residential Irrigation System Hardware Rebate Program.** This program offers rebates up to \$1,000 to help pay the cost of upgrading your irrigation hardware. Call (408) 265-2607, Ext. 2639, for more information.
- **Residential Water-Efficient Landscape Rebate Program.** Replace high-water-use plants with low-water-use plants or permeable hardscape and receive a rebate up to \$1,000. Call (408) 265-2607, Ext. 2639, for more information.

- **Residential Water Softener Rebate Program.** You may be eligible for a \$150 rebate if you replace your current water softener with a qualified replacement. Call (408) 265-2607, Ext. 2288, for more information.

Commercial Programs

- **Commercial Clothes Washer Rebate Program.** Buy or lease high-efficiency clothes washers and receive a rebate up to \$400 per unit. Call (408) 265-2607, Ext. 2707, for more information.
- **Commercial High-Efficiency Toilet Program.** Qualifying businesses and schools may be eligible for free installation of high-efficiency toilets. Call (888) 520-9494 for more information.
- **Water-Efficient Technologies Program for Businesses.** Financial incentives may be available to businesses that reduce their water use. Call (408) 265-2607, Ext. 3201, for more information.
- **Irrigation Technical Assistance Program (ITAP) for Businesses.** Eligible businesses can have a landscape professional visit their site, evaluate their irrigation system, and recommend additional water-saving techniques. Call (408) 265-2607, Ext. 2639, for more information.
- **Commercial/Business Irrigation System Hardware Rebate Program.** This program offers rebates up to \$4,000 for following recommendations of ITAP to help pay for the cost of upgrading irrigation hardware. Call (408) 265-2607, Ext. 2639, for more information.

- **Water Submeter Rebate Program.** Mobile home parks and condominium complexes changing from a master water meter to individual water submeters may be eligible for rebates up to \$100 per installed submeter. Call (408) 265-2607, Ext. 2707, for more information.
- **Commercial Water Softener Rebate Program.** Businesses replacing timer-based water softeners (owned or leased) with new efficient demand-initiated water softeners may qualify for \$400 rebates. Call (408) 265-2607, Ext. 2288, for more information.
- **Weather-Based Irrigation Controller (WBIC) Installation Program.** Rebates ranging from \$300 to \$1,100 are available to businesses installing weather-based irrigation controllers that manage and change watering schedules based on soil moisture conditions. Call (866) 685-2322 for more information.
- **Commercial Water-Efficient Landscape Rebate Program.** Businesses can receive rebates up to \$10,000 for replacing high-water-use plans with low-water-use plants or permeable hardscape. Call (408) 265-2607, Ext. 2205, for more information.

More information about other residential and commercial water conservation programs is available by visiting the City of Mountain View website at www.mountainview.gov or by calling the Santa Clara Valley Water District at (408) 265-2607, Ext. 2554.

If you have any questions about conserving water, contact the City's Water Resources Technician at (650) 903-6269.

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 storm water 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 storm water 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 storm water 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 California Department of Public Health (CDPH) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA Safe Drinking Water Hotline (800) 426-4791.

Current Water Use Restrictions

The following five water use restrictions are currently in effect:

1. Using hoses without an automatic shutoff device for washing automobiles or other vehicles, driveways, patios, or sidewalks.
2. Wasting potable water by allowing runoff into gutters, sidewalks, streets, or other hard-surfaced areas.
3. Serving water in restaurants, except upon request.
4. Wasting water because of broken or defective plumbing, sprinklers, watering, or irrigation systems.
5. Installing single-pass cooling systems on new construction.

What's New in the System

INFRASTRUCTURE AND CAPITAL IMPROVEMENT PROGRAM (CIP) UPDATE

System Improvements

During 2008, the City continued its efforts to ensure there is an adequate and dependable water supply to meet the community's current and future water needs by undertaking the following projects:

- Completing the design engineering for water main and water service replacements on Marilyn Drive, Park Drive, West Dana Street, Marich Way, Wake Forest Drive and the Rainbow Drive/Alice Avenue interconnection.
- Replacing 650 standard water meters with new meters that have automated meter read capability.
- Drafting a new Water System Master Plan that will assist the City in planning future water supply, capacity and system improvements through the year 2030. The plan will be completed in 2009.

These water system improvements were supplemented by the ongoing maintenance and repair activities performed by City water crews.

Also, each year, water crews flush portions of the City's water distribution system to remove sediment to promote good water quality. The water used in flushing activities represents a very small portion of the water used by the City.

Water Quality Data

Water Quality staff from the SFPUC, SCVWD, and City of Mountain View regularly collect and test water samples from reservoirs and sampling points throughout the system to ensure that the water supplied to Mountain View customers meets or exceeds Federal and State drinking water standards.

This table provides an analysis of the results of water samples tested in 2008 and includes the name of each substance found in the water sample, 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 footnotes below, and the definitions and key on Page 5.

Footnotes

- (1) All results met State and Federal drinking water regulations.
- (2) Turbidity is the water clarity indicator and also indicates the quality of the water and treatment system efficiency.
- (3) Turbidity is measured every four hours. These are monthly average turbidity values.
- (4) This is a single, maximum measurement in 2008. The start-up of the San Joaquin Pipeline No. 2 caused elevated turbidity on March 13, 2008 as a result of sediment resuspension in the pipeline.
- (5) Filtered water turbidity was equal to or less than 0.3 NTU 95 percent of the time.
- (6) The reported data is the highest quarterly running annual average value.
- (7) Total organic carbon is a precursor for disinfection byproduct formation.
- (8) Fluoride occurs naturally in source waters from SFPUC, SCVWD, and wells. The City of Mountain View and SFPUC added fluoride in 2008 to maintain CDPH-required levels.
- (9) There was no chlorate detected in the raw water sources. The detected chlorate in treated water is a byproduct of the disinfection process.
- (10) The naturally occurring fluoride levels in the Hetch Hetchy and treatment plant raw water are ND and 0.15 ppm.
- (11) In 2007, testing confirmed that all of the 33 residences were under the lead Action Level at consumer taps.
- (12) In 2007, testing confirmed that all of the 33 residences were under the copper Action Level at consumer taps.

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 2008 ⁽¹⁾										
Detected Contaminants	Measurements				Water Source					Typical Source in Drinking Water
	Units	DLR	MCL	PHG (or MCLG)	SFPUC Range	SFPUC Avg. or [Max]	SCVWD Range	SCVWD Avg. or [Max]	CMV Wells Range	
Primary Health Related Constituents										
Turbidity ⁽²⁾							0.04 — 0.16	0.07	0.19 — 0.43	
Unfiltered Hetch Hetchy Water, max 5 NTU	NTU	—	TT	NS	0.24 — .46 ⁽³⁾	[2.85] ⁽⁴⁾	—	—	—	Soil run-off
Filtered Water, maximum turbidity, minimum percentage of time ⁽⁵⁾	NTU	—	TT	NS	—	[.21]	0.06 — 0.08	0.07	—	Soil run-off
	—	—	TT	NS	100%	—	100%	[0.09]	—	Soil run-off
Microbiological										
Giardia lamblia	Cyst/l	—	TT	(0)	ND — 0.03	[0.03]	ND	ND	—	Naturally present in the environment
Organic Chemicals										
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	8 — 48	[31] ⁽⁶⁾	46 — 70	57	—	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	4 — 26	[17] ⁽⁶⁾	13 — 33	19	—	Byproduct of drinking water chlorination
Total Organic Carbon ⁽⁷⁾	ppm	0.3	TT	NS	2.2 — 2.8	2.5	1.32 — 3.51	2.25	—	Various natural and man-made sources
Inorganic Chemicals										
Fluoride ⁽⁸⁾	ppm	0.1	2.0	1.0	<0.1 — 0.8	0.2 ⁽¹²⁾	ND — 0.1	0.1	ND	Erosion of natural deposits
Nitrate (as NO3)	ppm	2	45	45	ND	ND	ND — 5	5	14.0 — 26.0	Run-off/leaching from natural deposits
Constituents with Secondary Standards	Unit	DLR	SMCL	PHG						
Chloride	ppm	NS	500	NS	4 — 15	10	42 — 86	63	36 — 68	Run-off/leaching from natural deposits
Color	unit	NS	15	NS	ND — 5	[5]	<2.5	<2.5	<5 — 5	Naturally occurring organic material
Specific Conductance	µS/cm	NS	1600	NS	31 — 288	164	485 — 604	525	600 — 760	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1.0 — 34.9	16.4	48.9 — 65.5	55.6	28 — 40	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	—	1000	NS	39 — 203	111	262 — 320	294	360 — 428	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	0.06 — 0.30	0.15	0.06 — 0.08	0.07	0.43 — 1.96	Soil run-off
Odor	TON	NS	3	NS	ND — 2.5	ND — 6.5	1	1	<1 — 1	Naturally occurring organic material
Foaming Agents (MBAS)	ppm	NS	0.5	NS	—	—	<0.05	<0.05	ND — 0.064	Municipal and industrial waste discharges
Other Water Constituents Analyzed	Units	DLR	MCL	PHG or MCLG	SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average		
Alkalinity (as CaCO3)	ppm	NS	NS	NS	10 — 96	50	79 — 91	85	240 — 260	Naturally occurring
Aluminum	ppb	50	1000	600	ND	ND	ND	ND	50 — 56	Naturally occurring
Barium	ppb	100	1000	2000	ND	ND	ND	ND	150 — 170	Naturally occurring
Boron	ppb	100	NS	NS	—	—	132 — 181	161	—	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	3 — 26	13	21 — 27	23	70 — 95	Naturally occurring
Chlorate ⁽⁹⁾	ppb	20	NS	NS	49 — 224	155	127 — 180	154	—	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	14 — 100	54	102 — 123	111	265 — 385	Naturally occurring
Iron	ppb	100	300	—	—	—	ND	ND	100 — 160	Naturally occurring
Magnesium	ppm	NS	NS	NS	0.2 — 9.0	4.9	13 — 16	15	22 — 36	Naturally occurring
pH	unit	NS	NS	NS	8.5 — 9.2	8.8	7.6 — 7.7	7.6	7.7 — 7.8	Naturally occurring
Potassium	ppm	NS	NS	NS	<0.2 — 1.2	0.6	2.9 — 3.6	3.1	—	Naturally occurring
Silica	ppm	NS	NS	NS	5.0 — 7.7	5.4	11 — 14	13	—	Naturally occurring
Sodium	ppm	NS	NS	NS	3 — 20	13	45 — 77	60	37 — 43	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 or [Max]	Typical Source in Drinking Water
Turbidity	NTU	—	5	NS	0.0 — 0.5	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	80	35.4 — 70.9	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	60	6.3 — 36.4	Byproduct of drinking water chlorination
Other Water Constituents Analyzed						
Fluoride ⁽¹⁰⁾	ppm	0.1	2.0	1.0	0.8 — 1.4	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL = 4	MRDLG = 4	1.0 — 2.6	Water disinfectant added for treatment
Free Ammonia	%	NS	NS	NS	ND — 0.02	Water disinfectant added for treatment
Customer Tap Lead & Copper Sampling					90th percentile	
Lead ⁽¹¹⁾	ppb	5	(15)	2	ND	Corrosion of household plumbing
Copper ⁽¹²⁾	ppb	50	(1300)	300	110	Corrosion of household plumbing

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 Public Health Goals (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.

Primary Drinking Water Standard (PDWS):

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Protecting Water Resources

Drinking Water Source Assessment Programs

Drinking Water Source Assessment Programs identify how vulnerable drinking water sources may be to commercial and industrial contamination from leaking underground tanks containing fuel or dry-cleaning chemicals, old or unrecorded septic tanks, sewer collection systems, or other commercial and industrial sources.

Drinking water assessments have been conducted for all three City water supplies—the SFPUC, SCVWD and City wells. The assessments are available for review at the CDPH Drinking Water Field Operations Branch, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, California, 94804.

SFPUC

The SFPUC actively and aggressively protects the natural water resources entrusted to its care. The SFPUC prepares an annual report to evaluate the sanitary conditions, water quality, and potential contamination sources of the

Hetch Hetchy watershed, including performance results of watershed management activities implemented by the SFPUC and its partner agencies, such as the National Park Service, to reduce the potential contamination sources. In addition to its annual survey of the Hetch Hetchy system, the SFPUC also surveys its Bay Area watersheds every five years.

The 2008 Sanitary Survey and the 2005 local watershed survey concluded that SFPUC watersheds have very low levels of contaminants associated with wildlife and human recreational activity.

SCVWD

The SCVWD provides treated surface water to Mountain View from the Rinconada treatment plant. The SCVWD surface water is imported mainly 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.

Water from imported sources is also vulnerable to potential contamination from wastewater treatment plant discharges, seawater intrusion, wildland fires, commercial stables and historic mining practices. Water treatment plants provide multiple barriers for the physical removal and disinfection of contaminants, and no contaminant associated with any of these activities has been detected in the SCVWD treated water.

City Wells

Mountain View completed the source assessment for its eight drinking water wells in 2007. City groundwater is contained in two separate aquifers separated by natural clay formations. Any potential impacts to groundwater from auto repair shops and leaking underground storage would likely be confined to the upper aquifer. Because the City wells are drilled deep into the lower aquifer, the clay formations and geology protect the lower groundwater source from contaminants. Mountain View actively monitors this water source to ensure the groundwater source is safe.

To request a copy of the City well assessment summary be mailed to you, contact the Public Services Division at (650) 903-6329.

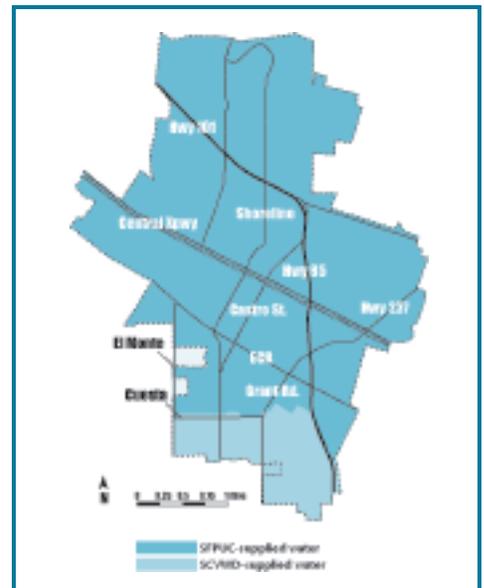
Drinking Water Sources

The City of Mountain View distributes more than 4 billion gallons of water to its customers each year from three separate sources:

Hetch Hetchy System. Treated surface water purchased from the San Francisco Public Utilities Commission's (SFPUC's) Hetch Hetchy System represents 87 percent of the City's water supply. Most of the SFPUC's water originates from spring snowmelt that flows into the Tuolumne River and is then 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. Water purchased from the Santa Clara Valley Water District (SCVWD) accounts for approximately 10 percent of the City's water supply. This water is imported from the Sacramento-San Joaquin Delta.

City Wells. A small fraction of the City's water supply comes from eight groundwater wells owned and operated by the City. This water is pumped from a deep aquifer and blended with the SFPUC water for distribution to City water customers.



The SCVWD serves the area of the City south of Cuesta Drive. The SFPUC serves the remaining area generally north of Cuesta Drive.

Water Quality Monitoring & Disinfection

Nitrates

Nitrate in drinking water at levels above 45 milligrams per liter (mg/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 the infant's blood to carry oxygen, resulting in a 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.

Fluoride in Your Drinking Water

The drinking water the City of Mountain View supplies to its customers contains fluoride levels of approximately one part per million. This level of fluoride is the optimum level prescribed by the California Department of Public Health (CDPH). Mountain View only fluoridates the water it purchases from the SCVWD and draws from City wells. Water purchased from the SFPUC is fluoridated.

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 plumbing components. In 2007, the City of Mountain View conducted lead and copper tests. Lead was not detected and monitoring results for copper were below the maximum contaminant level goal (MCLG) limit. When your water has been sitting in your internal house plumbing 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 near sinks to collect water running from the tap to use for house, deck or garden plants.

If you are concerned about lead in your water, you may wish to have your water tested independently. 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.

Chloramine Disinfectant

The drinking water provided to the City of Mountain View by both the SFPUC and SCVWD is disinfected by chloramine.

Although most people and animals can safely drink chloraminated water, chloramine must be removed or neutralized in water for some special users/customers. These users include some business and industrial customers, kidney dialysis patients, and fish and amphibian pets. Contact the Public Services Division at (650) 903-6329 to learn how to remove chloramine from your drinking water.



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.

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, persons 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 people should seek advice about drinking water from their health care 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, or on the EPA's website at www.epa.gov/safewater/hfacts.html.

Cryptosporidium and *Giardia lamblia* are parasitic microbes found in most surface water supplies. The SFPUC and SCVWD test for *Cryptosporidium* and *Giardia* regularly in their sources and treated water supplies. *Cryptosporidium* was occasionally found at very low levels in the SFPUC and SCVWD source water in 2008. If ingested, these parasites may produce symptoms of nausea, stomach cramps and associated headaches.



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

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

Postal Patron

Recycled Water Expands the City's Water Portfolio

The City of Mountain View will reach a major milestone in its water conservation efforts this summer when it begins delivering recycled water to customers in the City's North Bayshore Area.

Under a 2007 agreement between the Cities of Mountain View and Palo Alto, the cities jointly constructed a recycled water distribution system that will provide up to 3 million gallons of recycled water per day from the Palo Alto Regional Water Quality Control Plant to Mountain View.

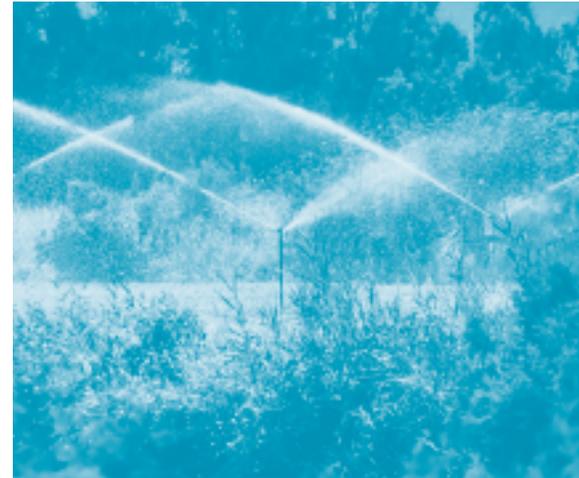
The recycled water system will be a reliable and drought-proof water supply to meet the North Bayshore Area's irrigation needs, saving costly, and increasingly limited, potable water. The recycled water distribution system was

constructed with fire hydrants so recycled water can be used for firefighting purposes.

The project was funded from a variety of sources including the Cities of Mountain View and Palo Alto, grants and low-interest loans from the State of California, and the Federal Bureau of Reclamation.

For more information regarding the City's recycled water project, contact the Public Services Division at (650) 903-6329.

The recycled water system will be a reliable drought-proof water supply to meet the North Bayshore Area's irrigation needs.



To Contact Us

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

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

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

David Serge
Utilities Services Manager
(650) 903-6329

Dorothy DeOcampo,
Water Quality Technician
(650) 903-6241

Water Quality and System Operations (24 hours)
(650) 903-6329

Water Resources Technician
(650) 903-6269

Water Conservation Hotline
(650) 903-6216

Suspicious Activities or Persons
911

Utility Account Status/Billing
Monday – Friday
8:00 a.m. – 5:00 p.m.
(650) 903-6317

U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline
(800) 426-4791
www.epa.gov/safewater

More information regarding drinking water treatment, quality, or regulations is available at: California Department of Public Health, Drinking Water Program
(510) 620-3474
www.cdph.ca.gov/programs/pages/dwp.aspx

San Francisco Public Utilities Commission (SFPUC) website
www.sfwater.org

Santa Clara Valley Water District (SCVWD) website
www.valleywater.org

Bay Area Water Supply and Conservation Agency (BAWSCA) website
www.bawasca.org

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.