



# Water Quality

JUNE 2010



CONSUMER CONFIDENCE REPORT

# 2009

## 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. This 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 2009 sampling program show that Mountain View water meets all regulatory standards. Additional information regarding the testing program and its results are listed on Pages 5 and 6.

The 2009 Consumer Confidence Report has been prepared in accordance with the Federal Safe Drinking Water Act and California Department of Public Health (CDPH) requirements.

## Diverse Water Portfolio

Mountain View obtains water from several sources to minimize impacts on the City's water supply in the event of drought, natural disaster or operational problems. The City purchases water from the San Francisco Public Utilities Commission (SFPUC) and the Santa Clara Valley Water District (SCVWD), and obtains groundwater from a network of City-owned wells. In 2009, Mountain View completed construction of a recycled water system to provide water for irrigation needs and save potable water for domestic uses. The City also actively encourages water conservation by providing programs and services to the residential and business communities.



### Read more inside...

- Drinking Water Assessments ..... 2
- System Updates ..... 3
- Water Quality Chart ..... 5
- Important Definitions..... 6
- Protecting Your Health..... 7
- How to Contact Us ..... 8



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.

Llama 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。

## 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.** The City purchases approximately 87 percent of its water from the San Francisco Public Utilities Commission's (SFPUC's) Hetch Hetchy System. Most of SFPUC's water originates from 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.** Approximately 10 percent of the City's water supply is purchased from the Santa Clara Valley Water District (SCVWD). This water is imported from the Sacramento-San Joaquin Delta and local watersheds in Santa Clara County.

**City Wells.** Three percent 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 treated water for distribution to City water customers.

## Protecting Water Resources

### Drinking Water Source Assessment Program

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

Drinking water source assessments have been conducted for all three of the City of Mountain View's water supplies—the SFPUC, the SCVWD and City wells. Assessments are available for review at the CDPH Drinking Water Field Operations Branch, 850 Marina Bay Parkway, Bldg. 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. The report includes performance results of watershed management activities implemented by the SFPUC and its partner agencies, such as the National Park Service, to reduce potential contamination sources. In addition to annually surveying the SFPUC Hetch Hetchy system, the SFPUC surveys its Bay Area watersheds every five years.

The 2009 Sanitary Survey and the 2005 local watershed survey concluded that the SFPUC watersheds have only very low levels of contaminants associated with wildlife and human activities.

#### SCVWD

The SCVWD provides treated surface water to Mountain View from the Rinconada treatment plant. 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. SCVWD local water sources include Anderson and Calero Reservoirs.



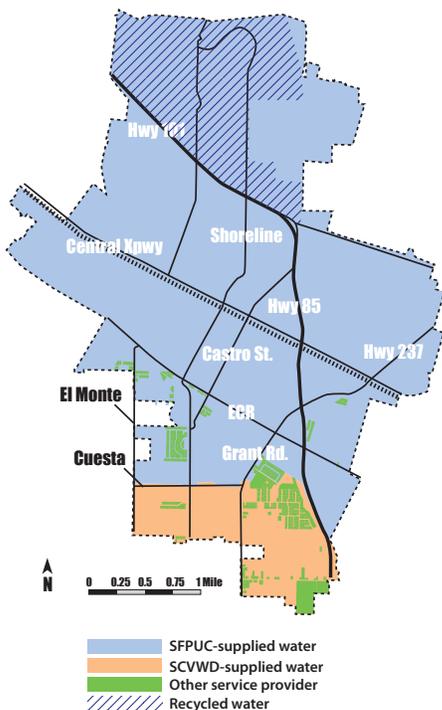
SCVWD source waters are vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development.

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

#### City Wells

Groundwater beneath the City of Mountain View is available in two aquifers separated by natural clay formations. In order to ensure the safety of its groundwater supply, Mountain View actively monitors water produced by the City wells. Mountain View completed the source assessment for its eight drinking water wells in 2007. This assessment found that groundwater in Mountain View is potentially vulnerable to contamination from auto repair shops and leaking underground storage tanks, but that these potential impacts are likely to be confined to the upper aquifer. Because the City wells are drilled deep into the lower aquifer, the clay formations and geology protect the City's groundwater supply from contaminants.

To receive a copy of the well assessment summary, contact the Public Services Division at (650) 903-6329.



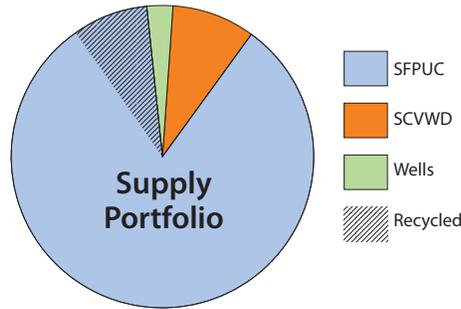
*SCVWD water serves the area of the City south of Cuesta Drive. SFPUC water serves the remaining area generally north of Cuesta Drive.*

# Recycled Water

## Augmenting our Water Portfolio

In 2009, the City of Mountain View reached a milestone when it initiated deliveries of recycled water to the Shoreline Golf Links and Shoreline area parks and businesses. The recycled water system includes a 7.5-mile pipeline network beginning at the Palo Alto Regional Water Quality Control Plant and terminating in Mountain View's North Bayshore Area. The project was jointly funded by the cities of Mountain View and Palo Alto, and grants and low-interest loans from the State of California and the Federal Bureau of Reclamation.

Recycled water is a droughtproof supply that will be used to meet the North Bayshore Area's irrigation and other nonpotable needs. The system will supply recycled water to many of Mountain View's largest water consumers and business customers, and the City estimates that recycled water consumption will exceed 1 million gallons per day within 5 years, reducing potable use within the City by up to 10 percent.



*Recycled water is an important component of the supply portfolio*

## Operational Shutdowns

Water suppliers have periodic operational maintenance shutdowns and water source changes. In 2009, the SCVWD conducted winter capital maintenance projects that halted deliveries of treated water to Mountain View during the months of November and December.

Built in the early to mid 1900s, many parts of the SFPUC system are nearing the end of their useful life. In 2002, the SFPUC launched a \$4.6 billion program to repair, replace and seismically upgrade the system's deteriorating pipelines, tunnels, reservoirs, pump stations, storage tanks and dams. Funded by a bond measure, the program includes more than 80 projects throughout the SFPUC service area—from San Francisco to the Central Valley. This effort is the largest infrastructure program ever undertaken by the City of San Francisco and is anticipated to be complete by 2015. The City will notify customers of any impacts the program may have on residents and businesses.

Because Mountain View uses multiple water supplies, the City will continue to provide uninterrupted water service. When changes to water quality are anticipated in response to water source changes, Mountain View will post notices regarding the water quality parameters on the City website. If you have questions about the shutdowns, please contact the Public Services Division at (650) 903-6329 or the City's Water Quality Technician at (650) 903-6241.

# What's New in the System

## Infrastructure And Capital Improvement Program (CIP) Update

### System Improvements

During 2009, the City continued efforts to ensure there is an adequate and dependable water supply to meet the community's current and future needs through the following projects:

- Completing a Water System Master Plan to assist the City in planning future water supply, capacity and system improvements through the year 2030. The Water System Master Plan will be used in conjunction with the City's General Plan update.
- Completing the engineering design for water main and service replacements on Gilmore Street, Appletree, Cherrytree, Plumtree and Peartree Lanes, Tulane Court and Bush Street.
- Replacing a water main and water service lines on Marilyn Drive, Park Drive, West Dana Street, Marich Way, Wake Forest Drive and Rainbow Drive/Alice Avenue, and San Ramon Avenue; work on San Luis Avenue is near completion.
- Continuing to replace old water meters with new meters that can be read remotely rather than manually. Water main and service line replacement projects also include replacing standard meters with electronic meters.

These water system improvements were supplemented by ongoing maintenance and repair activities performed by City water crews. In addition, water crews flush portions of the City's water distribution system on an annual basis 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 each year.



*Operator flushes the distribution system*

## Groundwater Rule Compliance

The Environmental Protection Agency Ground Water Rule (GWR) was developed to reduce the risk of exposure to contamination that may be present in public water systems that use groundwater sources. The GWR establishes a risk-targeted strategy to identify groundwater systems that are at high risk for fecal contamination and specifies when corrective action (which may include disinfection) is required to protect consumers from bacteria and viruses.

The GWR also applies to any system that mixes surface and groundwater if the groundwater is added directly to the distribution system and provided to consumers without treatment equivalent to surface water treatment. The State of California is not considered a high-risk state because of its geological stratigraphy. In 2009, the City of Mountain View developed a monitoring plan for conformance with the GWR.



Operator conducts water quality tests

## Fluoride in Your Drinking Water

The City of Mountain View supplies its water customers with approximately one part per million of fluoride in its drinking water. This level of fluoride is the optimum level prescribed by the California Department of Public Health to reduce tooth decay. Mountain View fluoridates the water that it purchases from the SCVWD and draws from City wells. Water purchased from the SFPUC is fluoridated through the treatment process prior to its arrival in Mountain View. For more information on fluoride, consult the CDPH fluoridation website at [www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx](http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx).

## Perks of Great Water | Tap versus Bottled Water

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



The regulations for tap water are different from those for bottled water. The CDPH website has extensive information on bottled water and vended water in California—visit their website at [www.cdph.ca.gov/programs/Pages/DWP.aspx](http://www.cdph.ca.gov/programs/Pages/DWP.aspx) to learn about the differences between bottled water and tap water. Bottled water can actually be supplied from municipal water systems; read the label on the bottle to learn more about what you are drinking.

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

## Water Hardness and Water Softeners

Many water customers are concerned about the hardness of their water, which is caused by dissolved minerals such as calcium and magnesium. Hard water requires more soap and synthetic detergents for home laundry and washing, and contributes to scaling in boilers and industrial equipment. General guidelines for classifying water hardness are: 0 to 60 mg/L (milligrams per liter) of calcium carbonate is classified as soft; 61 to 120 mg/L as moderately hard; 121 to 180 mg/L as hard; and more than 180 mg/L as very hard. Water softeners can be used to reduce hardness, but since Mountain View's water supply is characterized as soft to moderately hard, using a water softener is not necessary.

Hard water is not a health hazard. The National Research Council (National Academy of Sciences) states that hard drinking water generally contributes a small amount toward total calcium and magnesium human dietary needs. In fact, mineral water contains more than 250 mg/L of hardness that originates from underground water sources.

Water softeners use salts, such as sodium chloride, to remove calcium and magnesium from a water supply. Studies have shown that when sodium above a certain level is present in drinking water, it can contribute to certain heart ailments or high blood

pressure, particularly in susceptible individuals. Additionally, although not known to cause adverse health effects, chloride can make drinking water taste unpleasant when present at levels exceeding Federal drinking water standards.

Wastewater from the use of water softeners is discharged directly to the municipal sewer system. Following treatment at the Palo Alto Regional Water Quality Control Plant, treated wastewater is discharged to either the Bay or into the recycled water system. The City of Mountain View's Salinity Reduction Policy aims to reduce the inflow of salts into Mountain View's sewer system, thereby reducing the inflow of salts into our recycled water supply, and asks you to consider this before installing or using a water softener.

### **Cryptosporidium and Giardia**

are parasitic microbes found in most surface water supplies. The SFPUC and the SCVWD test for *Cryptosporidium* and *Giardia* regularly in their sources and treated water supplies. *Giardia* was occasionally found at very low levels in the SFPUC water in 2009. If ingested, these parasites may produce symptoms of nausea, stomach cramps and associated headaches.

## Water Quality Data

Water Quality staff from the SFPUC, SCVWD and City of Mountain View regularly collect and test water samples from reservoirs, wells and designated sampling points 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 collected in 2009. The table contains the name of each substance found in the water sample, the highest level allowed by regulation, the amount detected, the usual sources of 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 6.

### Footnotes

- (1) All results met State and Federal drinking water regulations.
- (2) Turbidity is a water clarity indicator; it also indicates the effectiveness of water treatment plants.
- (3) Turbidity is measured every four hours. These are monthly average turbidity values.
- (4) This is the highest turbidity of the unfiltered water served to customers in 2009. The highest single turbidity measurement was 10 NTU and was discharged into a reservoir without serving customers. The start-up of the San Joaquin pipelines caused elevated turbidity as a result of sediment resuspension in the pipeline.
- (5) There is no MCL for turbidity. The limits are based on the TT requirement in the State drinking water standards.
- (6) Filtered water turbidity was equal to or less than 0.3 NTU 95 percent of the time.
- (7) The reported data is the highest quarterly running annual average value.
- (8) Total organic carbon is a precursor for the formation of disinfection byproducts. The TT requirement applies to the filtered water from the Sunol Valley Water Treatment Plant.
- (9) Fluoride occurs naturally in source waters from SFPUC, SCVWD and wells. The City of Mountain View and SFPUC added fluoride in 2009 to meet CDPH-required levels.
- (10) The reported data for manganese is a single maximum measurement in 2009; however, the MCL is based on a running annual average calculation.
- (11) There was no chlorate detected in the raw water sources. The detected chlorate in treated water is a byproduct of the degradation of sodium hypochlorite, the primary disinfectant used by the SFPUC for water disinfection.
- (12) The reported data for TTHMs is a single maximum measurement in 2009; however, the MCL is based on a running annual average calculation.

City of Mountain View Source Water Quality Data for Year 2009 (1)											
Detected Contaminants	Measurements						Water Source				
	Primary Health Related Constituents	Units	DLR	MCL	PHG (or MCLG)	SFPUC Range	SFPUC Avg. or [Max]	SCVWD Range	SCVWD Avg. or [Max]	CMV Wells Range	Typical Source in Drinking Water
<b>Turbidity(2)</b>											
Unfiltered Hetch Hetchy Water, max 5 NTU	NTU	—	TT	NS	0.27 — 0.52 (3)	[3.87] (4)	—	—	—	—	Soil run-off
Filtered Water, maximum turbidity, minimum percentage of time (6)	NTU	—	TT (5)	NS	—	[0.26]	0.06 — 0.25	0.11	—	—	Soil run-off
	—	—	TT	NS	100%	—	100%	[0.09]	—	—	Soil run-off
<b>Microbiological</b>											
Giardia lamblia	Cyst/l	—	TT	(0)	0.01 — 0.05	[0.05]	ND	ND	—	—	Naturally present in the environment
<b>Organic Chemicals</b>											
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	9 — 54	[33] (7)	50 — 64	54	—	—	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	5 — 27	[21] (7)	12 — 21	16	—	—	Byproduct of drinking water chlorination
Total Organic Carbon (8)	ppm	0.3	TT	NS	2.3 — 3.2	2.7	0.99 — 2.38	1.78	—	—	Various natural and man-made sources
<b>Inorganic Chemicals</b>											
Fluoride (9)	ppm	0.1	2.0	1.0	<0.1 — 0.8	0.3	ND — 0.1	0.1	ND — 0.14	—	Erosion of natural deposits
Nitrate (as NO3)	ppm	2	45	45	ND	ND	ND — 6	3	15 — 41	—	Run-off/leaching from natural deposits
<b>Constituents with Secondary Standards</b>											
	Unit	DLR	SMCL	PHG							
Aluminum	ppb	50	1000	600	<50 — 51	<50	63 — 89	75	210 — 260	—	Naturally occurring
Bromide	ppb	NS	NS	NS	<10 — 16	<10	60	90	80	—	Leaching from natural deposits
Chloride	ppm	NS	250	NS	4 — 14.6	9.5	74 — 134	100	27 — 60	—	Run-off/leaching from natural deposits
Color	unit	NS	15	NS	<5 — 9	<5	<2.5	0	<5	—	Naturally occurring organic material
Manganese	ppb	20	50	NS	—	—	ND — 64 (11)	ND	—	—	Leaching from natural deposits
Odor	TON	NS	3	NS	ND — 2.5	ND — 6.5	1	1	<1 — 1	—	Naturally occurring organic material
Specific Conductance	µS/cm	NS	2200	NS	30 — 309	170	468 — 900	647	570 — 760	—	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1.1 — 35.6	16.6	43.5 — 99.5	67.1	28 — 40	—	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	NS	500	NS	22 — 168	92	2.42 — 470	346	340 — 430	—	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	0.08 — 0.33	0.16	0.06 — 0.25	0.11	0.1 — 0.44	—	Soil run-off
<b>Other Water Constituents Analyzed</b>											
	Units	DLR	MCL	PHG (or MCLG)	SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average			
Alkalinity (as CaCO3)	ppm	NS	NS	NS	8 — 102	50	63 — 89	75	210 — 260	—	Naturally occurring
Barium	ppb	100	1000	2000	ND	ND	ND	ND	130 — 170	—	Naturally occurring
Boron	ppb	100	NS	NS	<100 — 102	<100	101 — 294	186	—	—	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	2 — 26	12	16 — 31	22	66 — 95	—	Naturally occurring
Chlorate (11)	ppb	20	NS	NS	56 — 511	258	ND	ND	—	—	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	12 — 108	55	83 — 159	116	249 — 385	—	Naturally occurring
Iron	ppb	100	300	—	—	—	ND	ND	<100	—	Naturally occurring
Magnesium	ppm	NS	NS	NS	0.2 — 8.8	4.5	11 — 20	15	21 — 36	—	Naturally occurring
pH	unit	NS	NS	NS	8.7 — 8.8	8.7	7.5 — 7.7	7.6	7.7 — 7.9	—	Naturally occurring
Potassium	ppm	NS	NS	NS	0.24 — 1.5	0.9	3.0 — 4.5	3.5	—	—	Naturally occurring
Silica	ppm	NS	NS	NS	4.8 — 7.5	5.9	10 — 14	12	—	—	Naturally occurring
Sodium	ppm	NS	NS	NS	3 — 2.3	14	58 — 114	81	30 — 43	—	Naturally occurring
Vanadium	ppb	3	NS	NS	ND	ND	ND — 4	ND	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
<b>Organic Chemicals</b>						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	80	32.2 — 105.5 (12)	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	60	10.9 — 33.5	Byproduct of drinking water chlorination
<b>Other Water Constituents Analyzed</b>						
Fluoride	ppm	0.1	2.0	1.0	0.8 — 1.4	Naturally occurring and added for treatment
Foaming Agents (MBAS)	ppm	NS	0.5	NS	ND — 0.064	Municipal and industrial waste discharges
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

### 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
- CMV City of Mountain View

## 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.

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

**Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of drinking water disinfectant below which there is no known or expected risk of health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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

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

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

# Water Quality Monitoring & Disinfection

## Nitrates

Nitrate in drinking water at levels above 45 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 advice from your health care provider.

## Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Although the City of Mountain View is responsible for providing high-quality drinking water, it cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking

or cooking. Keep a pitcher or small watering can nearby to collect this flush water and reuse it to water plants in your house, deck or garden.

If you are concerned about lead in your water, you may wish to have your water tested independently. This can be done using an over-the-counter lead testing kit commonly available at local hardware stores. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## Chloramine Disinfectant

Drinking water provided to the City of Mountain View by the SFPUC and the SCVWD is disinfected using chloramine.

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

## 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**, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, that 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**, that 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 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.

## 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.



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

## Water Conservation

The City of Mountain View encourages all of its customers to use water wisely. In 2009, water use in Mountain View decreased by 11 percent compared to the base year of 2004, which is considered to be the most recent normal water supply year. Despite this achievement in water conservation, additional efforts are needed to reach the State’s long-term goal of reducing per capita water use by 20 percent by 2020. To help customers continue saving water, the City of Mountain View Water Conservation Program offers a variety of programs, including free water-wise surveys, rebates for water-efficient landscapes and plumbing fixtures, and free water-saving devices. Information about residential and business programs and services can be found on the City of Mountain View website at <http://conservewater.mountainview.gov> or by calling the City’s Water Conservation Hotline at (650) 903-6216.



### To Contact Us

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

**Utilities Services Manager**  
 (650) 903-6329

**Kerry Holeman**  
 Water Quality Technician  
 (650) 903-6241

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

**Suspicious Activities or Persons**  
 911

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

**Water Conservation Hotline**  
 (650) 903-6216

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

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

**San Francisco Public Utilities Commission (SFPUC) website**  
[www.sfwater.org](http://www.sfwater.org)

**Santa Clara Valley Water District (SCVWD) website**  
[www.valleywater.org](http://www.valleywater.org)

**Bay Area Water Supply and Conservation Agency (BAWSCA) website**  
[www.bawsca.org](http://www.bawsca.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.