

Water Quality 2019

CONSUMER CONFIDENCE REPORT

JUNE 2020



Hetch Hetchy Reservoir

photo: SFPUC

Your Water Quality

The City of Mountain View is committed to providing its customers with a safe and reliable supply of high-quality drinking water. The City of Mountain View tests over 2,000 water samples each year to continuously monitor water quality and publishes a summary of water quality sampling results and other information about Mountain View's water system in its annual Consumer Confidence Report. This 2019 Consumer Confidence Report was prepared in accordance with Federal Safe Drinking Water Act and State Water Resources Control Board (State Water Board) requirements. In 2019, Mountain View's drinking water met all Federal and State standards.

Planning for the Future

The City of Mountain View works diligently with partner agencies to provide you with exceptional high-quality water. This report describes where your water originates from and highlights some of the infrastructure and planning efforts employed to protect our water supply. This report also explains how drinking water can become contaminated and what measures, monitoring programs, and treatment processes are used to protect your drinking water and provide a safe, reliable supply.

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

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

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

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

YOUR DRINKING WATER

The City of Mountain View supplies approximately 8.5 million gallons per day to nearly 18,000 metered customers using reservoirs, pump stations, wells, and approximately 180 miles of pipeline. The City obtains water from several sources to provide operational flexibility and reliability during system maintenance, changing water supply conditions, and emergencies. Mountain View's drinking water sources and treatments are described below. A small portion of Mountain View is served by the California Water Service Company (CalWater) and not by the City. These customers should contact CalWater for questions regarding their drinking water.

San Francisco Public Utilities Commission

The City purchases approximately 87 percent of its drinking water from the San Francisco Public Utilities Commission's (SFPUC) Regional Water System. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is stored in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of SFPUC water include rainwater runoff collected in watersheds in Alameda, San Mateo, and Santa Clara counties.

Prior to reaching Mountain View, water from Hetch Hetchy Reservoir is treated using ultraviolet light and chlorine disinfection, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and chloramination for maintaining disinfectant residual and minimizing the formation of regulated disinfection byproducts. Water captured from local watersheds is treated using filtration, disinfection, fluoridation, pH adjustment, and taste and odor removal.

Valley Water

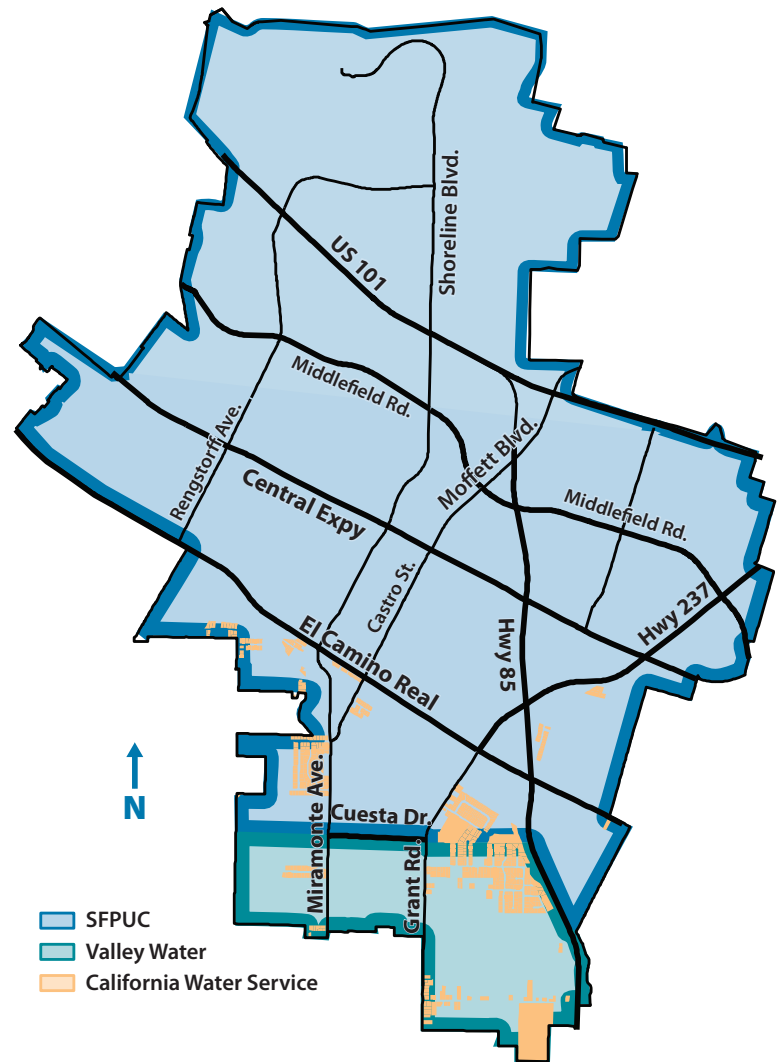
Approximately 11 percent of the City's potable water supply is purchased from Valley Water. Surface water is imported mainly from the South Bay Aqueduct, Dyer Reservoir, Lake Del Valle, and San Luis Reservoir, which all draw water from the Sacramento - San Joaquin Delta watershed. Valley Water's local water sources include Anderson and Calero Reservoirs.

Valley Water's three water treatment plants provide multiple barriers for physical removal of contaminants and disinfection of pathogens. Mountain View receives water from the Rinconada Treatment Plant in Los Gatos.

City Wells

Two percent of the potable water supply comes from groundwater wells owned and operated by the City. Groundwater beneath Mountain View is present in two aquifers within the Santa Clara groundwater subs basin separated by natural clay formations. City wells are drilled deep into the lower aquifer where the clay formations and geology help protect the City's groundwater supply from contamination. Groundwater is blended with SFPUC water for distribution to City water customers. The City's wells also serve as a backup water supply during emergencies. Staff regularly tests water produced by City wells and conducts assessments to ensure the safety of the groundwater supply.

WHERE YOUR WATER COMES FROM



Wildflowers in Sunol Regional Wilderness

photo: SFPUC

PROTECTING SOURCE WATERS

Drinking Water Source Assessment Programs

To give water utilities and communities the information they need to protect their drinking water sources, the Safe Drinking Water Act requires states to develop U.S. Environmental Protection Agency (EPA) approved programs to assess all source waters. A Drinking Water Source Assessment is a study that defines the land area contributing water to each public water system, identifies the major potential sources of contamination that could affect the drinking water supply, and determines how susceptible the public water supply is to this potential contamination. Utilities use the study results to reduce potential sources of contamination and protect drinking water. Studies have been conducted for all three City of Mountain View potable water supplies and are available for review at the State Water Resources Control Board, Division of Drinking Water District Office, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, California, 94804, 510-620-3474.

San Francisco Public Utilities Commission

The SFPUC conducts watershed sanitary surveys for the Hetch Hetchy source annually and local water sources every five years. The most recent local sanitary survey was completed in 2016. The SFPUC conducted a special watershed sanitary survey for upcountry non-Hetch Hetchy water sources in 2015 (e.g., Lake Eleanor, Lake Cherry, parts of the Tuolumne River) as part of its drought response plan efforts. These surveys evaluated the sanitary condition, water quality, potential contamination sources, and watershed management activities, and were completed with support from partner agencies, including the National Park Service and U.S. Forest Service. These surveys identified wildlife, livestock, and human activities as potential contamination sources.



Hetch Hetchy Reservoir

photo: SFPUC



Anderson Reservoir

photo: Valley Water

Valley Water

Valley Water's source waters are vulnerable to potential contamination from a variety of land use practices such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. Water from imported sources is also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildland fires. Commercial stables and historic mining practices may also be sources of contamination to local water sources. No contaminants associated with any of these activities has been detected in Valley Water's treated water.

City Wells

The source assessments of Mountain View's drinking water wells determined the City's groundwater is potentially vulnerable to contamination from auto repair shops and leaking underground storage tanks, but noted these potential impacts are likely to be confined to the upper aquifer. The City's wells extract water from the lower aquifer.

WATER SUPPLY UPDATE

Water managers regularly monitor precipitation, snowpack, and reservoir levels to determine how much water will be available for the coming year. The 2019 water year was a bountiful one for California, with the Sierra Nevada snowpack reaching 175 percent of normal by April 1, 2019. Above-average precipitation filled reservoirs across the State including those managed by the City's wholesale suppliers, SFPUC and Valley Water.

The current water year has been considerably drier than 2019. The statewide snowpack index for April 1, 2020 was only 53 percent of normal. Despite below-average precipitation, the City expects its water supplies will continue to meet all customer water demands in 2020.



April 2019 snow survey

photo: California Dept. of Water Resources

PROTECTING YOUR HEALTH

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The presence of contaminants does not necessarily indicate the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's 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 undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, and some elderly and infants can be particularly at risk from infections. These individuals should seek advice from their health care providers about drinking water. Guidelines from the EPA and Center for Disease Control on ways to lessen the risk of infection from *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.

Water Quality Monitoring

Lead: To comply with State and Federal regulations, the City conducts lead testing every three years. Water samples are tested from representative homes throughout the City and the results are published on Page 5 of this report. Lead in drinking water comes primarily from materials and components associated with water service lines and home plumbing. If present in your household water, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. The City of Mountain View is responsible for providing high-quality drinking water in its distribution system but does not control the variety of materials used in private plumbing components. If you are concerned about lead in your water, you may wish to have your water tested independently and flush your tap for 30 seconds to 2 minutes after long periods of nonuse. Testing can be performed using an over-the-counter lead testing kit, commonly available at local hardware stores or through a certified drinking water laboratory. Additional 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/lead.

School Testing: California law required water suppliers to conduct lead sampling at all elementary, middle and high schools located on public land by July 1, 2019. Schools located on private property were required to be sampled prior to November 1, 2019 if requested by the school administration. Mountain View performed lead testing at all of the required and requested school sites prior to these deadlines. No requests were received for school lead sampling during 2019. Please contact your school administrator for information about lead testing and results for your local school.

Nitrate: Nitrate in drinking water at levels above 10 milligrams per liter (mg/L) is a health risk for infants less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of an infant's blood to carry oxygen, resulting in serious illness; symptoms include shortness of breath and blueness of the

skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals such as pregnant women and those with specific enzyme deficiencies. If you are caring for an infant or you are pregnant, you should seek advice from your health care provider. Nitrate levels in Mountain View's water do not exceed regulatory health levels.

Cryptosporidium and Giardia: *Cryptosporidium* and *Giardia* are parasitic microbes found in most surface water supplies. If ingested, these parasites may produce symptoms of nausea, stomach cramps, and headaches. The SFPUC and Valley Water regularly test for *Cryptosporidium* and *Giardia* in their source and treated water supplies. In 2019, the SFPUC found very low levels of *Giardia* in its source waters (see table on Page 5). Water treatment removes *Giardia* prior to distributing the water to customers.

Chloramine Disinfectant: Drinking water provided to the City of Mountain View by the SFPUC and Valley Water is disinfected using chloramine. Although people and animals can safely drink chloraminated water, chloramine must be removed or neutralized for some special users, including some business and industrial customers, kidney dialysis patients, and customers with fish and amphibian pets. More information on chloramine is available at www.epa.gov/dwreginfo/chloramines-drinking-water.



City staff collecting a water sample

photo: Will Medina

Drinking Water Contaminants

The sources of drinking water include rivers, lakes, streams, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock, and wildlife.

Inorganic contaminants, such as salts and metals, that can be naturally occurring or from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals that 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 EPA and the State Water Board regulate the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration sets standards for bottled water (based on EPA standards) to provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.

Water Quality Data

Water quality staff from the SFPUC, Valley Water and the City of Mountain View regularly collect and test water samples from reservoirs, wells, and designated sampling points to ensure the water supplied to Mountain View customers meets State and Federal drinking water standards. This table provides an analysis of the results of water samples collected in 2019. The table contains test results for substances detected in the water, including the name of each substance, the highest level allowed by regulation, the amount detected, the usual sources of each substance, and a key to the units of measurement. Sample results that are below detection limits are not listed. The presence of a substance does not necessarily indicate the drinking water poses a health risk. For additional details about this table, refer to the important definitions below and the table key on Page 6.

Important Definitions

Detection Limit for Purposes of Reporting (DLR):

The minimum detection level established by the State Water Board for purposes of reporting constituents that may be found in drinking water. Constituent levels below the DLR are considered to be zero.

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 smell, 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 health risk. MCLGs are set by the EPA.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. Disinfection is necessary for control of microbial contaminants.

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

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected health risk. PHGs are set by the Office of Environmental Health Hazard Assessment within the California Environmental Protection Agency. Detailed reports of the City's PHG testing are available at www.waterquality.mountainview.gov.

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

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

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR 2019 (1)

Detected Contaminants	Measurements				Water Source					Typical Source in Drinking Water
	Units	DLR	MCL	PHG or MCLG	SFPUC Range	SFPUC Avg. or [Max]	Valley Water Range	Valley Water Avg. or [Max]	CMV Wells Range (2)	
Primary Health Related Constituents										
Turbidity (3)										
Unfiltered Hetch Hetchy Water	NTU	—	5	NS	0.3 — 0.7 (4)	[2.1]	—	—	—	Soil run-off
Filtered Water (turbidity)	NTU	—	TT (5)	NS	—	[1]	—	[0.51]	—	Soil run-off
Filtered Water (percentage of time)	—	—	TT (5)	NS	99% — 100%	—	100%	—	—	Soil run-off
Microbiological										
Giardia lamblia	Cyst/L	—	TT	0	0 — 0.09	0.02	—	—	—	Naturally present in the environment
Cryptosporidium Oocysts	Oocyst/L	—	TT	0	— (6)	— (6)	—	—	—	Naturally present in the environment
Organic Chemicals										
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	— (7)	— (7)	34 — 59	45.3	—	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	— (7)	— (7)	8 — 24	12.9	—	Byproduct of drinking water chlorination
Total Organic Carbon	ppm	0.3	TT	NS	1.6 — 2.6	2.1	1.3 — 2.4	2.0	—	Various natural and man-made sources
Inorganic Chemicals										
Aluminum	ppb	50	1000	600	ND — 68	ND	—	—	—	Erosion of natural deposits
Fluoride (8)	ppm	0.1	2	1	ND — 0.9	0.3 (9)	ND — 0.13	ND	<0.1 — 0.11	Erosion of natural deposits
Hexavalent Chromium (Chromium VI)	ppb	1	NS	NS	0.04 — 0.19 (10)	0.12 (10)	—	—	—	Erosion of natural deposits
Nitrate (as N)	ppm	0.4	10	10	—	—	ND — 0.5	ND	3.3 — 6.5	Erosion of natural deposits
Radionuclides										
Gross Alpha Particle Activity	pCi/L	3	15	0	—	—	—	—	1.8 — 4.3	Erosion of natural deposits
Constituents with Secondary Standards										
Chloride	ppm	NS	500	NS	<3 — 17	8.7	27 — 72	51	31 — 72	Run-off/leaching from natural deposits
Color	Unit	NS	15	NS	<5 — 10	<5	—	—	ND — 7.0	Naturally occurring organic materials
Odor	TON	1	3	NS	—	—	1	1	ND — 1.0	Naturally occurring organic materials
Specific Conductance	µS/cm	NS	1600	NS	32 — 234	158	365 — 517	445	610 — 800	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1 — 29	15	52 — 62	58	27 — 42	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	<20 — 119	76	240 — 292	265	350 — 550	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	ND — 0.5	0.2	0.01 — 0.51	0.04	0.2 — 2.0	Soil run-off
Other Water Constituents Analyzed										
Alkalinity (as CaCO3)	ppm	NS	NS	NS	3.5 — 97	46	60 — 85	73	—	Naturally occurring
Barium	ppb	100	1000	2000	—	—	—	—	120 — 150	Naturally occurring
Boron	ppb	100	NS	NS	ND — 107	ND	120 — 135	128	—	Naturally occurring
Bromide	ppb	NS	NS	NS	—	—	ND — 110	ND	—	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	3.3 — 20	12	20 — 25	22	71 — 90	Naturally occurring
Chlorate	ppb	20	NS	NS	40 — 220 (11)	84 (11)	67 — 140	102	—	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	8.9 — 77	47	93 — 120	104	260 — 361	Naturally occurring
Iron	ppb	NS	300	NS	—	—	—	—	ND — 170	Naturally occurring
Magnesium	ppm	NS	NS	NS	0.2 — 6.6	4.2	12 — 15	13	20 — 33	Naturally occurring
pH	—	NS	NS	NS	8.8 — 10.1	9.3	7.7 — 7.9	7.8	7.3 — 8.4	Naturally occurring
Phosphate	ppm	NS	NS	NS	—	—	1.0 — 1.7	1.3	—	Naturally occurring
Potassium	ppm	NS	NS	NS	0.3 — 1.2	0.8	2.1 — 3.4	2.7	—	Naturally occurring
Silica	ppm	NS	NS	NS	4.9 — 8	6.1	10 — 12	11	—	Naturally occurring
Sodium	ppm	NS	NS	NS	2.8 — 21	14	33 — 63	49	29 — 43	Naturally occurring
Strontium	ppb	NS	NS	NS	13 — 230	107	—	—	—	Naturally occurring

MOUNTAIN VIEW DRINKING WATER (1)	Units	DLR	MCL [AL]	PHG	Range or [Avg]	Typical Source in Drinking Water
Turbidity	NTU	—	5	NS	0.0 — 0.88	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	17.2 — 68.6 (12)	Byproduct of drinking water disinfection
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	9.7 — 47.7 (12)	Byproduct of drinking water disinfection
Other Water Constituents Analyzed						
Fluoride (8)	ppm	0.1	2	1	[0.70]	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL=4	MRDLG=4	[2.58]	Water disinfectant added for treatment
Free Ammonia	ppm	NS	NS	NS	ND — 0.11	Water disinfectant added for treatment
Customer Tap Lead and Copper Sampling						
Lead (13)	ppb	5	[15]	0.2	ND	Corrosion of household plumbing
Copper (13)	ppm	0.05	[1.3]	0.3	0.14	Corrosion of household plumbing

KEY

- Non Applicable
- < Less Than
- CMV City of Mountain View
- Csyt/L Cysts per Liter
- EPA Federal Environmental Protection Agency
- ND Non-Detect
- NS No Standard
- NTU Nephelometric Turbidity Unit
- Oocyst/L Oocysts per Liter
- pCi/L picocuries per liter
- ppb parts per billion (equal to micrograms per liter)
- ppm parts per million (equal to milligrams per liter)
- SFPUC San Francisco Public Utilities Commission
- SMCL Secondary Maximum Contaminant Level
- TON Threshold Odor Number
- µS/cm microSiemens/centimeter

Footnotes

- (1) All results met state and federal drinking water health standards.
- (2) CMV well sampling is conducted in accordance with regulatory schedules.
- (3) Turbidity is a water clarity indicator and also indicates the effectiveness of water treatment plants.
- (4) Turbidity is measured every four hours. Values shown are monthly average turbidity values.
- (5) Turbidity limits are based on the TT requirements in the State drinking water regulations, which require filtered water turbidity to be equal to or less than 0.3 NTU a minimum of 95 percent of the time.
- (6) Very low levels of Cryptosporidium were found in SFPUC source water during 2019. Water treatment removes Cryptosporidium prior to distribution.
- (7) SFPUC results not shown. See Mountain View Drinking Water results below for relevant values.
- (8) Fluoride occurs naturally in source waters from the SFPUC, Valley Water, and City wells. The City of Mountain View and SFPUC added fluoride in 2019 to meet State Water Board required levels.
- (9) In May 2015, the State Water Board recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2019, the range and average of the fluoride levels in SFPUC's treated water were 0.2 ppm - 0.9 ppm and 0.7 ppm, respectively.
- (10) Chromium (VI) has a PHG of 0.02 ppb but no MCL. The previous MCL of 10 ppb was withdrawn by the State Water Board on September 11, 2017. Currently, the State Water Board regulates all chromium through a MCL of 50 ppb for Total Chromium, which was not detected in our water in 2019.
- (11) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- (12) The reported data for TTHMs and HAA-5s describe the range and the highest quarterly running annual average value. The MCLs only apply to the running annual averages.
- (13) The Lead and Copper Rule monitoring results for 2019, the most recently required testing, comply with the EPA health regulations. None of the 40 water samples collected at the consumer taps had Lead or Copper concentrations above the Action Level. Values reported are the 90th percentile.

RESILIENCY PLANNING

California water managers identify and assess potential risks to water systems to ensure the delivery of safe, high-quality drinking water. Emergency scenarios involving earthquakes, wildfires, and security are all critical factors that require risk assessment. Water planning and infrastructure maintenance strengthens our supply reliability. Below is a summary of key water resiliency initiatives and their relevance to safeguarding your drinking water.

Emergency Response Plan

Under the America's Water Infrastructure Act, the City is required to complete a new two-part emergency planning process including a Risk and Resilience Assessment and an Emergency Response Plan. Through this assessment, the City will evaluate potential risks to the water system and identify strategies for improving system resilience in response to malevolent acts or natural hazards. The City's existing Emergency Response Plan will be updated to identify new strategies and resources for improving resiliency with increased detection capabilities, response procedures, security, and equipment requirements. In 2019, the City initiated its Risk and Resilience Assessment and will begin updating the Emergency Response Plan in 2020.

Water Reuse Partnership

In December 2019 the cities of Mountain View and Palo Alto executed an agreement with Valley Water to establish a partnership to advance water reuse projects in Santa Clara County. Through this landmark agreement Valley Water will purchase up to 9 million gallons per day of treated wastewater from the Palo Alto Regional Water Quality Control Plant that can be purified and reused throughout the County. In exchange, Valley Water will pay \$16 million to reduce the salinity of recycled water currently used in Palo Alto and Mountain View. Through this agreement Valley Water hopes to increase County-wide water reuse from 5 percent to 10 percent of total water use by 2028.

STRENGTHENING OUR INFRASTRUCTURE

The City and its wholesale water suppliers regularly perform infrastructure maintenance, replacement and upgrades to ensure water facilities operate as needed. Key projects completed in 2019 included work on surface water and groundwater facilities.

Calaveras Dam Replacement

Calaveras Reservoir, located in the East Bay, is SFPUC's largest water storage facility with a capacity of 31 billion gallons. The reservoir provides a crucial water storage resource for 2.7 million Bay Area residents. At 93-years-old, the Calaveras Dam required replacement due to seismic vulnerability, and in 2019 the Calaveras Dam Replacement Project was completed. The new dam is made from earth and rock sourced onsite and can withstand a 7.25 magnitude earthquake.



Calaveras Dam, during construction (left), after completion (right)

photo: SFPUC

Local Well Maintenance

Groundwater wells are an important water source as they supplement our wholesale deliveries and serve as a backup water supply for the City during emergencies. City staff regularly performs tests and monitors groundwater wells to safeguard the source and ensure water supply protection. During 2019 the City rehabilitated one drinking water well and brought it back into service.

Groundwater Storage and Recovery

SFPUC's Groundwater Storage and Recovery project aims to balance the use of groundwater and surface water to increase water supply reliability during dry years or in emergencies. The project includes the construction of up to 16 new wells to facilitate groundwater banking, the process of alternating surface and underground water supplies when they are available so that neither is overused. SFPUC recently completed Phase 1, in which eight water supply and monitoring wells were installed. Testing of the wells will continue through 2020. Once completed, the project will use surface water during wet years to refill the groundwater basin and increase the amount of groundwater available during dry years.



Groundwater Storage and Recovery site construction

photo: SFPUC



City of Mountain View water operations and distribution staff

photo: Tammie Cravalho

Request a Copy of This Report

This 2019 Consumer Confidence Report is posted online at www.mountainview.gov/CCR2019. Please call 650-903-6241 or email waterquality@mountainview.gov if you would like a paper copy of this report mailed to you.

City Contact Information

Water Distribution

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

Tel: 650-903-6329

Business Hours: 8:00 a.m. to 4:00 p.m. (M-F)

Emergency Hours: 24 hours (7 days)

Water Quality Technician

Tel: 650-903-6241

Email: waterquality@mountainview.gov

Web: www.waterquality.mountainview.gov

Ask Mountain View Online

www.mountainview.gov/askMV

Utility Billing

Finance and Administrative Services
500 Castro Street, second floor
Mountain View, CA 94041

Tel: 650-903-6317

Business Hours: 8:00 a.m. to 5:00 p.m. (M-F)

To report suspicious activities or persons, please dial 911

To Get Involved

Members of the public are encouraged to attend Mountain View City Council meetings to provide input on decisions that affect Mountain View's water. Information about meeting dates and agendas can be found online at www.mountainview.gov or by calling the City Clerk's Office at 650-903-6304.

City Council Meetings

City Hall Council Chambers
500 Castro Street, second floor
2nd and 4th Tuesdays, 6:30 p.m.

More Information

Public Health Goals Report

www.waterquality.mountainview.gov

Valley Water

408-265-2607

www.valleywater.org

San Francisco Public Utilities Commission

415-554-3289

www.sfwater.org

State Water Resources Control Board

510-620-3474

www.waterboards.ca.gov/drinking_water

U.S. EPA Safe Drinking Water Hotline

800-426-4791

www.epa.gov/safewater