

# Water Quality 2020

CONSUMER CONFIDENCE REPORT

JUNE 2021



Tuolumne River

## 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 Consumer Confidence Report covers water quality information from January to December 2020 and was prepared in accordance with Federal Safe Drinking Water Act and State Water Resources Control Board (State Water Board) requirements. In 2020, Mountain View's drinking water met all Federal and State standards.

## Ensuring a Reliable Supply

This report describes the protection measures, monitoring programs, and treatment processes used to protect your drinking water and provide a safe and reliable supply. Details about where your water originates are also explained in this report, including key planning, infrastructure, and emergency preparations in place to ensure resilient water services.

### Read More Inside:

<b>Your Drinking Water</b> . . . . .	<b>2</b>
<b>Protecting Source Waters</b> . . . .	<b>3</b>
<b>Protecting Your Health</b> . . . . .	<b>4</b>
<b>Water Quality</b> . . . . .	<b>5 - 6</b>
<b>Ensuring a Reliable Supply</b> . . .	<b>7</b>
<b>How to Contact Us</b> . . . . .	<b>8</b>

This report contains important information about your community's water quality. If necessary, please call 650-903-6145 to have the report translated or speak with a friend who understands it well.

Este informe contiene información importante sobre la calidad del agua de su comunidad. Si es necesario, llame al 650-903-6145 para que le traduzcan el informe o hable con un amigo que le pueda explicar el contenido.

Это сообщение содержит важную информацию о качестве воды в нашем регионе. Если вам нужна помощь с переводом, звоните по номеру 650-903-6145 или поговорите с человеком, хорошо понимающим английский язык.

这份报告包含了关于您的社区水质的重要信息。如有必要，请致电650-903-6145，要求翻译报告，或与了解这份报告的朋友交谈



# YOUR DRINKING WATER

The City of Mountain View supplies approximately 8.9 million gallons per day of drinking water 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 disasters. Mountain View's drinking water sources and treatments are described below.

## 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 processes.

## Valley Water

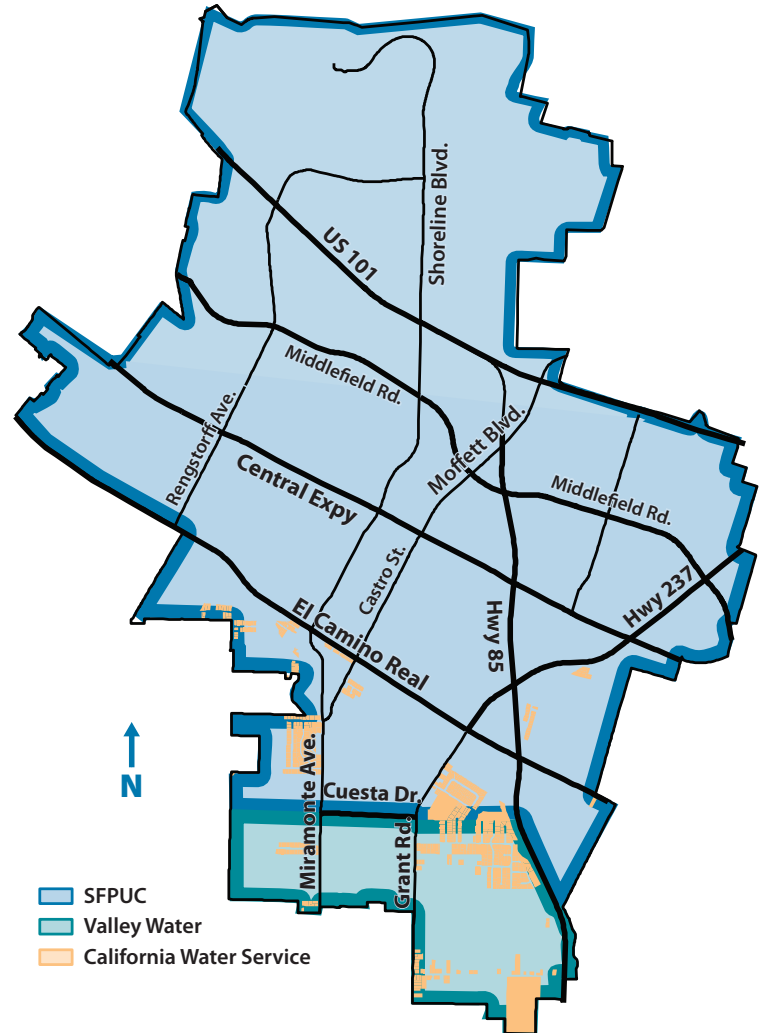
Approximately 11 percent of the City's potable water supply is purchased from the Santa Clara Valley Water District, now known as Valley Water. Surface water is imported mainly from the South Bay Aqueduct, Dyer Reservoir, Lake Del Valle, and San Luis Reservoir, which all draw water from the Sacramento – San Joaquin Delta watershed. Valley Water's local water sources include Anderson and Calero Reservoirs. However, Anderson Reservoir is currently offline for dam rehabilitation.

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 subbasin 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



Calaveras Reservoir

photo: Dept. of Water Resources

# PROTECTING SOURCE WATERS

## Drinking Water Source Assessment Programs

To give water utilities and community members the information they need to protect their drinking water sources, the Safe Drinking Water Act requires states to develop programs approved by the U.S. Environmental Protection Agency (EPA) to carry out assessments of 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 its Hetch Hetchy supply annually and local water sources every five years. The latest sanitary surveys for non-Hetch Hetchy watersheds (e.g., Lake Eleanor, Lake Cherry, parts of the Tuolumne River) were completed in 2021 for the period of 2016-2020. 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. Prior to distribution, the water meets or exceeds all Federal, State, and County regulations.



Hetch Hetchy Reservoir



San Luis Reservoir

photo: Dept. of Water Resources

### 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 contaminant 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 and are closed through the upper aquifer to prevent contamination.

### Water Supply Outlook

Water managers regularly monitor precipitation, snowpack and reservoir levels to determine how much water will be available for the coming year. The 2020 water year was dry, with the Sierra Nevada snowpack reaching 53 percent of normal by April 1. Although climate change continues to show the unpredictability in snowpack levels, many reservoirs across the State remained above their historical average through 2020.

The 2021 water year continues to be dry. The statewide snowpack for May 1 was 22 percent of normal and reservoir levels across California have declined. Drought conditions are widespread and some areas have declared water shortage emergencies. Mountain View and its wholesale suppliers encourage customers to use water wisely. For current information, visit [www.conservewater.mountainview.gov](http://www.conservewater.mountainview.gov).



2020 Sierra Nevada snow survey site

photo: 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 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 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 about drinking water from their health-care providers. Guidelines from the EPA and the Centers for Disease Control and Prevention 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

**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.

**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](http://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. Mountain View performs lead testing at all of the required and requested school sites. No requests were received for school lead sampling during 2020. Please contact your school administrator for information about lead testing and results for your local school.

**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 these waterborne pathogens and found very low levels in source and treated water. However, current test methods approved by the EPA do not distinguish between dead organisms and those capable of causing disease. Water treatment techniques are implemented to address health concerns from microbial contaminants.

**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](http://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

The SFPUC, Valley Water and 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 2020. 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.

**Notification Level:** Notification levels are health-based advisory levels established by the State Water Board for chemicals in drinking water that lack maximum contaminant levels (MCLs). When chemicals are found at concentrations greater than their notification levels, certain requirements and recommendations apply.

**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](http://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 2020 (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)	
<b>Primary Health Related Constituents</b>										
<b>Turbidity (3)</b>										
Unfiltered Hetch Hetchy Water	NTU	—	5	NS	0.2 — 0.5 (4)	[1.3]	—	—	—	Soil runoff
Filtered Water (turbidity)	NTU	—	TT (5)	NS	—	[0.4]	—	[0.12]	—	Soil runoff
Filtered Water (percentage of time)	—	—	TT (5)	NS	99.8% — 100%	—	100%	—	—	Soil runoff
<b>Microbiological</b>										
Giardia lamblia	Cyst/L	—	TT	0	0 — 0.05 (6)	0.01 (6)	—	—	—	Naturally present in the environment
<b>Organic Chemicals</b>										
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	— (7)	— (7)	29 — 60	42.9	—	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	— (7)	— (7)	6 — 16	9.9	—	Byproduct of drinking water chlorination
Total Organic Carbon (8)	ppm	0.3	TT	NS	1.7 — 3.4	2.9	1.8 — 2.5	2.0	—	Various natural and man-made sources
<b>Inorganic Chemicals</b>										
Aluminum	ppb	50	1000	600	—	—	ND	ND	180	Erosion of natural deposits
Fluoride (9)	ppm	0.1	2	1	ND — 0.7	0.3 (10)	ND — 0.11	ND	ND — 0.12	Erosion of natural deposits
Nitrate (as N)	ppm	0.4	10	10	—	—	ND — 0.8	ND	3.5 — 6.6	Erosion of natural deposits
<b>Radionuclides</b>										
Gross Alpha Particle Activity	pCi/L	3	15	0	—	—	—	—	ND — 4.3	Erosion of natural deposits
<b>Constituents with Secondary Standards</b>										
Chloride	ppm	NS	500	NS	<3 — 15	8.7	56 — 66	61	ND — 40	Runoff from natural deposits
Color	Unit	NS	15	NS	—	—	—	—	ND	Naturally occurring organic materials
Odor	TON	1	3	NS	—	—	1	1	ND	Naturally occurring organic materials
Specific Conductance	µS/cm	NS	1600	NS	30 — 260	160	473 — 534	509	640	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1 — 34	17	60 — 73	65	31 — 32	Runoff from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	<20 — 137	72	268 — 326	297	380 — 390	Runoff from natural deposits
Turbidity	NTU	NS	5	NS	ND — 0.2	ND	0.02 — 0.12	0.04	0.25 — 0.55	Soil runoff
<b>Other Water Constituents Analyzed</b>										
Alkalinity (as CaCO <sub>3</sub> )	ppm	NS	NS	NS	6.7 — 138	55	66 — 86	74	240	Naturally occurring
Barium	ppb	100	1000	2000	—	—	—	—	120 — 140	Naturally occurring
Boron	ppb	100	1000	NS	—	—	134 — 205	159	—	Naturally occurring
Bromide	ppb	NS	NS	NS	—	—	ND — 110	ND	—	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	2.9 — 29	12	20 — 235	21	68 — 78	Naturally occurring
Chlorate	ppb	20	[800]	NS	67 — 1200 (11)	262 (11)	78 — 279	155	—	Naturally occurring
Hardness (as CaCO <sub>3</sub> )	ppm	NS	NS	NS	8.0 — 79	45	98 — 111	104	254 — 284	Naturally occurring
Iron	ppb	NS	300	NS	—	—	—	—	ND — 150 (12)	Naturally occurring
Magnesium	ppm	NS	NS	NS	0.2 — 6.8	4.0	12 — 13	12	20 — 22	Naturally occurring
Molybdenum	ppm	NS	NS	NS	—	—	1.9	1.9	—	Naturally occurring
pH	—	NS	NS	NS	8.6 — 9.8	9.3	7.8 — 8.0	7.8	6.9 — 7.9	Naturally occurring
Phosphate	ppm	NS	NS	NS	—	—	1.1 — 1.2	1.1	—	Naturally occurring
Potassium	ppm	NS	NS	NS	0.3 — 1.3	0.8	2.7 — 3.2	2.9	1.3	Naturally occurring
Silica	ppm	NS	NS	NS	2.8 — 7	4.8	8 — 13	10	—	Naturally occurring
Sodium	ppm	NS	NS	NS	2.4 — 22	14	52 — 63	56	35 — 41	Naturally occurring
Strontium	ppb	NS	NS	NS	14 — 242	110	—	—	—	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 — 0.83	Soil runoff
<b>Organic Chemicals</b>						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	30.1 — 54.7 (13)	Byproduct of drinking water disinfection
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	15.4 — 35.0 (13)	Byproduct of drinking water disinfection
<b>Other Water Constituents Analyzed</b>						
Fluoride (9)	ppm	0.1	2	1	[0.78]	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL=4	MRDLG=4	[2.59]	Water disinfectant added for treatment
Free Ammonia	ppm	NS	NS	NS	ND — 0.51	Water disinfectant added for treatment
<b>Customer Tap Lead and Copper Sampling</b>						
Lead (14)	ppb	5	[15]	0.2	ND	Corrosion of household plumbing
Copper (14)	ppm	0.05	[1.3]	0.3	0.14	Corrosion of household plumbing

KEY	
—	Not Applicable
<	Less Than
CMV	City of Mountain View
Cyst/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 daily. 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) Current test methods approved by the EPA do not distinguish between dead organisms and those capable of causing disease. Water treatment techniques are implemented to address health concerns from microbial contaminants.
- (7) SFPUC results not applicable. See Mountain View Drinking Water results below for relevant values.
- (8) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the Sunol Valley Water Treatment Plant only.
- (9) Fluoride occurs naturally in source waters from the SFPUC, Valley Water, and City wells. The City of Mountain View and SFPUC added fluoride in 2020 to meet State Water Board required levels.
- (10) In May 2015, the State Water Board recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2020, the range and average of the fluoride levels in SFPUC's treated water were 0.6 ppm - 0.9 ppm and 0.7 ppm, respectively.
- (11) The reported chlorate maximum of 1200 ppb was taken from Sunol Valley Water Treatment Plant. Due to blending in the SFPUC water system, SFPUC operators estimate this resulted in 147 ppb Chlorate in delivered water.
- (12) One iron sample from Well 22 measured 310 ug/L which exceeds the MCL. This exceedance was attributed to sample error as 6 follow-up samples all resulted at or below 130 ug/L, which is consistent with historical data.
- (13) 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.
- (14) 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. Value reported is the 90th percentile.



# ENSURING A RELIABLE SUPPLY

In order to ensure the delivery of safe, high-quality drinking water, Mountain View and its wholesale suppliers continuously work to identify and prepare for potential risks to water systems through adaptive plans and responsive projects. Some of the ongoing impacts to water systems include aging infrastructure, maintenance needs and changing water demands. Below is a summary of current initiatives to ensure the safety and reliability of your drinking water.

## Workforce Resiliency

The year 2020 presented the City with challenging, unforeseeable circumstances due to the COVID-19 global pandemic. The pandemic has upended our community, and many others throughout the world. In the past year, the City and its wholesale suppliers demonstrated sound leadership by continuing to work diligently to ensure the delivery of safe, high-quality drinking water.

To ensure water supply reliability, the City provided the following essential services during 2020: replaced over 2,400 feet of water main pipelines, tested all backup generators for water facilities to verify proper operation, and extended recycled water services to commercial customers.

## Emergency Preparedness

The City completed a Water System Risk and Resilience Assessment (RRA) in 2020 as required by the America's Water Infrastructure Act. The RRA helps Mountain View prepare and assess potential water system impacts due to climate change and infrastructure-related emergencies. The City's current Emergency Response Plan (ERP) is under revision to include action plans for emergency scenarios identified in the RRA, measures to improve the resilience of the system, and strategies to aid in the resilience of the water system. The updated ERP is scheduled for completion in June 2021.



SFPUC Groundwater Storage and Recovery site construction

Photo: SFPUC



Rinconada Water Treatment Plant

Valley Water

## Regional Projects

Mountain View is working with its wholesalers and collaborating with other suppliers on many infrastructure and system improvement projects to ensure a safe and reliable water supply. Some of the key projects for Valley Water's system include several seismic retrofit projects on four major reservoirs as well as integrated water supply infrastructure updates, including pipeline replacements, purified water treatment plant upgrade, and watershed restoration and flood protection plans.

SFPUC is continuing implementation on many seismic retrofit projects as well, some of which are part of the Water System Improvement Program, including the Calaveras Dam Replacement project, Regional Groundwater Storage and Recovery Project, and watershed and habitat restoration.

## Mountain View Projects

Mountain View performed several infrastructure maintenance, replacement and upgrade projects to strengthen water system distribution. The City is working on a Recycled Water Feasibility Study Update that will be released in 2021. The study provides a roadmap of Mountain View's future in recycled water use. Currently underway is an update to the City's Water Master Plan, which includes key infrastructure projects in water supply and delivery, and provides a technical plan for meeting the community's future water demands. Additionally, the City will continue the replacement of over 6,000 feet of water main pipes in 2021 as a part of an ongoing effort to ensure reliable water supply in the future.

Most California water agencies, including Mountain View, have completed updates to their Urban Water Management Plan (UWMP) and Water Shortage Contingency Plan (WSCP). The UWMP evaluates the City's long-term water supply and demand needs. The WSCP is a component of the UWMP and addresses potential water shortage vulnerability, emergency loss of water sources and drought risks for Mountain View's water supply. The City's UWMP and WSCP (included in Chapter 8 of the UWMP) are available online at [www.mountainview.gov/uwmp](http://www.mountainview.gov/uwmp).



Water main repair by Mountain View staff photo: Gary Wheaton





City of Mountain View water operations and distribution staff.

photo: Tammie Cravalho, 2018

## Request a Copy of This Report

This 2020 Consumer Confidence Report is posted online at [www.mountainview.gov/CCR2020](http://www.mountainview.gov/CCR2020). Please call 650-903-6241 or email [waterquality@mountainview.gov](mailto: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](mailto:waterquality@mountainview.gov)  
Web: [www.waterquality.mountainview.gov](http://www.waterquality.mountainview.gov)

### Ask Mountain View Online

[www.mountainview.gov/askMV](http://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. All City Council meetings are available online only at this time. Information about meeting dates and agendas can be found online at [www.mountainview.gov](http://www.mountainview.gov) or by calling the City Clerk's Office at 650-903-6304.

## City Council Meetings

2nd and 4th Tuesdays, 6:30 p.m., via Zoom.  
Please check the website for future updates regarding the status, date, and time for all City Council meetings.

## More Information

### Public Health Goals Report

[www.waterquality.mountainview.gov](http://www.waterquality.mountainview.gov)

### Valley Water

408-265-2600  
[www.valleywater.org](http://www.valleywater.org)

### San Francisco Public Utilities Commission

415-554-3289  
[www.sfpuc.org](http://www.sfpuc.org)

### State Water Resources Control Board

510-620-3474  
[www.waterboards.ca.gov/drinking\\_water](http://www.waterboards.ca.gov/drinking_water)

### U.S. EPA Safe Drinking Water Hotline

800-426-4791  
[www.epa.gov/safewater](http://www.epa.gov/safewater)