

WATER QUALITY 2021

CONSUMER CONFIDENCE REPORT

JUNE 2022



City of
Mountain View

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 Consumer Confidence Report covers water quality information from January to December 2021 and was prepared in accordance with Federal Safe Drinking Water Act and State Water Resources Control Board (State Water Board) requirements. In 2021, Mountain View's drinking water met all Federal and State standards.

LONG-TERM SUPPLY RESILIENCY

This report describes the protection measures, monitoring programs, and treatment processes used to protect your drinking water and provide a safe and reliable supply. This report also explains details about where your water originates, including key infrastructure projects that Mountain View and its wholesalers are working on to ensure resilient, long-term water service.

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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 8.4 million gallons of drinking water 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.

SAN FRANCISCO PUBLIC UTILITIES COMMISSION

The City purchases approximately 89 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 10 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.

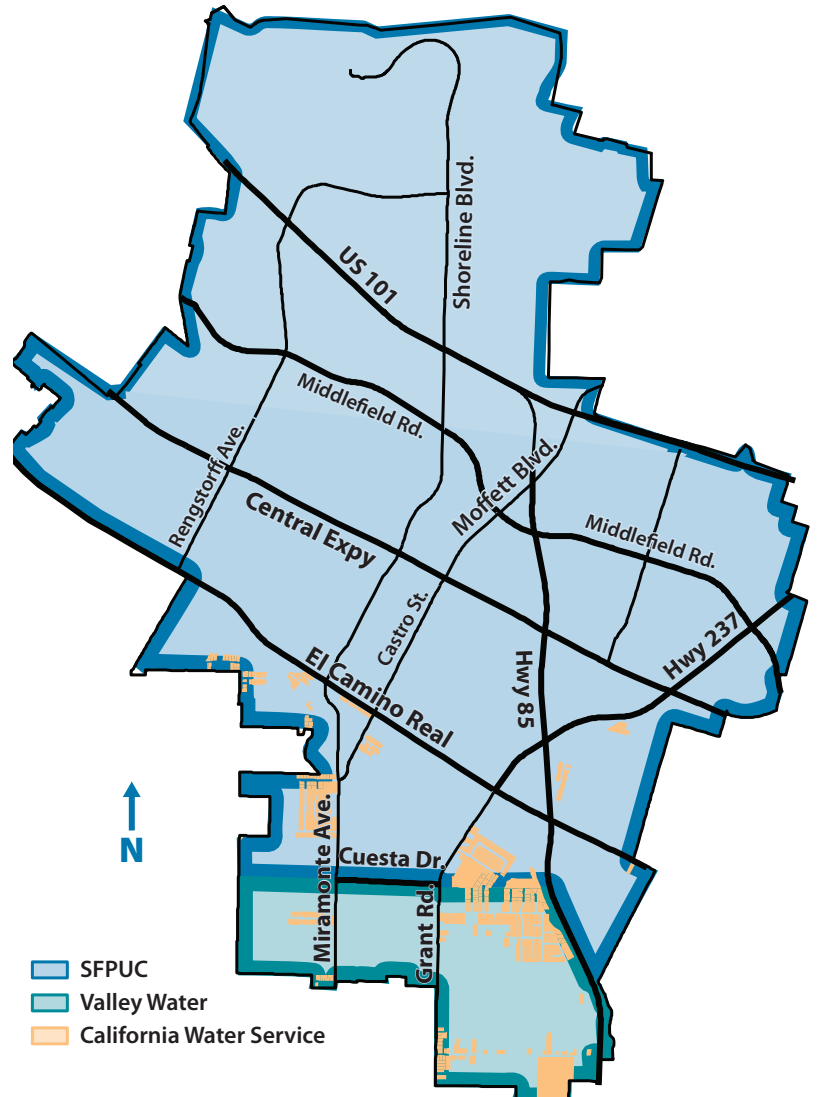
Valley Water's three water treatment plants provide multiple barriers for physical removal of contaminants and disinfection of pathogens. Mountain View receives water from the Rinconada Treatment Plant in Los Gatos.



Sacramento-San Joaquin Delta

photo: Dept. of Water Resources

WHERE YOUR WATER COMES FROM



CITY WELLS

One 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.

PROTECTING SOURCE WATERS

DRINKING WATER SOURCE ASSESSMENT PROGRAMS

To give water utilities 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 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



Cherry Creek

photo: SFPUC



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 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 AND DROUGHT UPDATE

Water managers regularly monitor precipitation, snowpack and reservoir levels to determine how much water will be available for the coming year. The April 1, 2021 Sierra Nevada snowpack level was 59 percent of normal. Drought conditions continued into the summer of 2021 and Governor Gavin Newsom requested all Californians to voluntarily conserve water. Valley Water and SFPUC also called for water conservation efforts and the Mountain View City Council declared a Water Shortage Emergency Condition on November 9, 2021.

The 2022 water year started with record-breaking dry conditions, and the wet season ended with below average rainfall. The statewide snowpack for April 1 was 38 percent of normal and resulted in the lowest buildup of snowpack in seven consecutive years. As the drought persists, Mountain View and its wholesale suppliers encourage customers to continue using water wisely by limiting irrigation usage and fixing water leaks. For current information and a complete list of water use restrictions, visit MountainView.gov/Drought.



2021 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'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 [EPA.gov/lead](https://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 2021. 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 2021, 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 [EPA.gov/dwreginfo/chloramines-drinking-water](https://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 byproducts 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 2021. 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 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 2021 (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	0.2 — 0.4 (4)	[3.3]	—	—	—	Soil run-off
Filtered Water (turbidity)	NTU	—	TT (5)	NS	—	[0.4]	—	[0.16]	—	Soil run-off
Filtered Water (percentage of time)	—	—	TT (5)	NS	99.8% — 100%	—	100%	—	—	Soil run-off
Microbiological										
Giardia lamblia	Cyst/L	—	TT	0	0 — 0.04 (6)	0.01 (6)	—	—	—	Naturally present in the environment
Organic Chemicals										
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	— (7)	— (7)	34.9 — 70.7	44.8	—	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	— (7)	— (7)	6.8 — 15.8	10.2	—	Byproduct of drinking water chlorination
Total Organic Carbon (8)	ppm	0.3	TT	NS	1.2 — 2.2	1.8	1.5 — 2.3	1.9	—	Various natural and man-made sources
Inorganic Chemicals										
Aluminum	ppb	50	1000	600	—	—	—	—	ND	Erosion of natural deposits
Fluoride (9)	ppm	0.1	2	1	ND — 0.8	0.4 (10)	ND — 0.12	ND	ND — 0.13	Erosion of natural deposits
Nitrate (as N)	ppm	0.4	10	10	—	—	ND — 0.4	ND	3.7 — 5.8	Erosion of natural deposits
Radionuclides										
Gross Alpha Particle Activity	pCi/L	3	15	0	—	—	—	—	1.8 — 4.3 (11)	Erosion of natural deposits
Constituents with Secondary Standards										
Chloride	ppm	NS	500	NS	<3 — 17	6.7	84 — 103	94	29 — 64	Run-off/leaching 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	34 — 217	135	604 — 684	652	600 — 730	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1.1 — 29	13	74 — 100	83	35 — 38	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	<20 — 96	52	362 — 392	378	72 — 390	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	ND — 0.2	ND	ND — 0.16	ND	0.10 — 0.55	Soil run-off
Other Water Constituents Analyzed										
Alkalinity (as CaCO3)	ppm	NS	NS	NS	4.5 — 79	37	69 — 82	77	220 — 260	Naturally occurring
Barium	ppb	100	1000	2000	—	—	—	—	130 — 140	Naturally occurring
Bicarbonate	ppm	NS	NS	NS	—	—	—	—	320	Naturally occurring
Boron	ppb	1000	NS	NS	ND — 123	ND	171 — 233	197	150	Naturally occurring
Bromide	ppb	NS	NS	NS	—	—	130 — 180	153	—	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	3 — 17	9.5	22 — 26	24	63 — 89	Naturally occurring
Chlorate	ppb	20	[800]	NS	28 — 420 (12)	162 (12)	111 — 135	122	—	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	7.7 — 60	34	111 — 132	120	234 — 356	Naturally occurring
Magnesium	ppm	NS	NS	NS	<0.2 — 5.5	2.9	13 — 16	15	19 — 32	Naturally occurring
pH	—	NS	NS	NS	8.6 — 9.7	9.2	7.6 — 7.9	7.8	7.2 — 7.9	Naturally occurring
Phosphate	ppm	NS	NS	NS	<0.3 — 0.3	<0.3	1.03 — 1.12	1.08	—	Naturally occurring
Potassium	ppm	NS	NS	NS	0.4 — 0.7	0.7	3.4 — 4.5	4.1	1.1 — 1.2	Naturally occurring
Silica	ppm	NS	NS	NS	3 — 5.9	4.8	10 — 14	13	27	Naturally occurring
Sodium	ppm	NS	NS	NS	3.1 — 17	12	71 — 87	77	35 — 38	Naturally occurring
Strontium	ppb	NS	NS	NS	14 — 181	83	—	—	—	Naturally occurring
Vanadium	ppb	NS	[50]	NS	—	—	ND — 3	ND	3.7 — 7.5	Naturally occurring

MOUNTAIN VIEW DRINKING WATER (1)	Units	DLR	MCL [SMCL]	PHG	Range or [Avg]	Typical Source in Drinking Water
Turbidity	NTU	—	5	NS	0.0 — 0.70	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	20.0 — 65.3 (13)	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	14.2 — 55.7 (13)	Byproduct of drinking water chlorination
Other Water Constituents Analyzed						
Fluoride (9)	ppm	0.1	2	1	[0.77]	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL=4	MRDLG=4	[2.67]	Water disinfectant added for treatment
Free Ammonia	ppm	NS	NS	NS	[0.09]	Water disinfectant added for treatment
Customer Tap Lead and Copper Sampling						
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

- 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
- SWRCB State Water Resources Control Board
- 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) Flouride occurs naturally in source waters from the SFPUC, Valley Water, and City wells. The City of Mountain View and SFPUC added fluoride in 2021 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 2021, 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) Radioactive monitoring is conducted every nine years. These results were collected in December of 2018.
- (12) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- (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 regulatory Action Level. Value reported is the 90th percentile.

LONG-TERM RESILIENCY

Drought, climate change, infrastructure maintenance, and water quality are some of the key challenges of ensuring long-term water supply resiliency. This section details the current water supply projects that Mountain View and its water wholesalers are working on to safeguard your drinking water.

PREPARING FOR DROUGHT

Many California water agencies, including Mountain View, are required to prepare an annual Water Supply and Demand Assessment (WSDA) starting in 2022. The annual WSDA assists water managers in evaluating and responding to water shortages for the coming year, and helps them plan for the impacts of drought and climate change.

Mountain View recently updated its Recycled Water Feasibility Study, which discusses new treatment technologies, evaluates recycled water storage facilities, and recommends system expansion options to bring recycled water to new areas of the City. Recycled water provides a reliable water supply for non-potable uses, such as irrigation, cooling and toilet flushing and alleviates demand on the City's potable water system.

An update to the City's Water Master Plan (WMP) is in its final stages of completion. The WMP is a comprehensive report that projects future water demand, updates the water distribution system hydraulic models, evaluates water infrastructure needs, and recommends a Capital Improvement Program for current and future planning horizons. Included in the WMP is an evaluation of the City's ability to provide water during emergency conditions. The WMP is expected to be completed by the end of 2022.

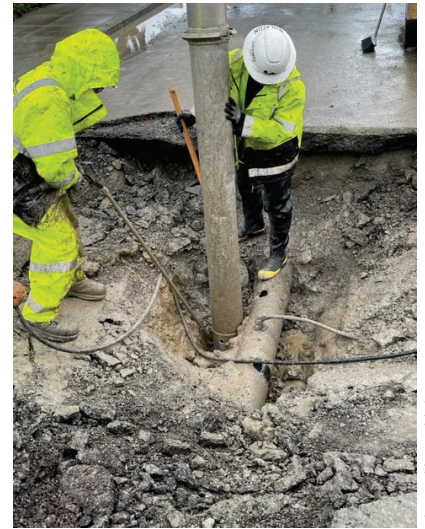


photo: Kerry Holeman

Water main repair by Mountain View staff



O'Shaughnessy Dam

photo: SFPUC

REGIONAL PROJECTS

The City works cooperatively with its wholesalers and neighboring water agencies on many integrated water supply projects. Valley Water began infrastructure work in 2021 on the Rinconada Treatment Plant and West Pipeline system, both serving the Mountain View area, as part of their larger Water Treatment Plant Implementation Project. Additionally, Valley Water is currently undergoing several seismic retrofit projects to increase the safety of local reservoirs and dams to ensure long-term supply reliability. SFPUC is nearing completion of the Regional Groundwater Storage and Recovery Project by installing several new groundwater wells for use during dry years. The new wells will help diversify the SFPUC's water supply and improve regional drought protection. Other SFPUC projects focus on improvements to water conveyance and water storage for the Hetch Hetchy Regional Water System.

MOUNTAIN VIEW PROJECTS

The City manages its water distribution system by maintaining important infrastructure components such as pipelines, pumps, and reservoirs. Water pipes can leak over time and may cause structural damage to buildings and City facilities. Two major water main replacements were completed in 2021. The water main at San Antonio Road was replaced with a new 552-foot water main, and a new 1,055-foot water main was installed under U.S. Highway 101 connecting Macon Road and San Rafael Avenue. Replacing aging water pipelines increases system resiliency and provides safe, high-quality drinking water for many years.

Water system cleaning is also critical to maintaining a high-quality water supply. Two major service projects performed in 2021 include the water system flushing program and the Whisman Reservoir cleaning project. These projects were necessary to mitigate and prevent water quality problems and ensure that the water we deliver remains fresh.



photo: Gary Wheaton

Cleaning the Mountain View Whisman Reservoir



City of Mountain View water operations and distribution staff

photo: Roger Chapman

Request a Copy of This Report

This 2021 Consumer Confidence Report is posted online at MountainView.gov/CCR2021. 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
Website: WaterQuality.MountainView.gov

Ask Mountain View Online

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 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 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.
Please check the website for future updates regarding the status, date, and time for all City Council Meetings.

More Information

Public Health Goals Report

WaterQuality.MountainView.gov

Valley Water

408-265-2607
ValleyWater.org

San Francisco Public Utilities Commission

415-554-3289
SFPUC.org

State Water Resources Control Board

510-620-3474
WaterBoards.ca.gov/drinking_water

U.S. EPA Safe Drinking Water Hotline

800-426-4791
EPA.gov/safewater

TO REPORT SUSPICIOUS ACTIVITIES OR PERSONS, PLEASE DIAL 911