City of Mountain View

Water Quality 2015

CONSUMER CONFIDENCE REPORT JUNE 2016

Tuolumne River 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 that meets federal and state standards. The City of Mountain View works with its wholesale water suppliers, the San Francisco Public Utilities Commission (SFPUC) and the Santa Clara Valley Water District (SCVWD), to test over 2,000 water samples each year to continuously monitor water quality. Each year the City publishes a summary of water quality sampling results and other information about Mountain View's water system in its Consumer Confidence Report. This 2015 Consumer Confidence Report was prepared in accordance with Federal Safe Drinking Water Act and State Water Resources Control Board requirements.

The Water Journey: Source to Tap

Mountain View's drinking water undertakes a long journey before being delivered to your tap. From its original source, water is captured in reservoirs and aquifers, then treated and disinfected before entering the City's water distribution system and being delivered to your home. Look inside to learn about the journey your water takes before being delivered, and how the City operates and maintains its water system.

Read More Inside:

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

Mountain View's Water Supply Sources

The City of Mountain View supplies nearly eight million gallons per day to over 17,900 meter connections using reservoirs, pump stations, wells and over 176 miles of pipeline. The City obtains water from several sources to provide operational flexibility during system maintenance, drought and disasters. The map on the right shows the three zones where source waters are distributed within Mountain View. Mountain View's drinking water sources are described below.

San Francisco Public Utilities Commission

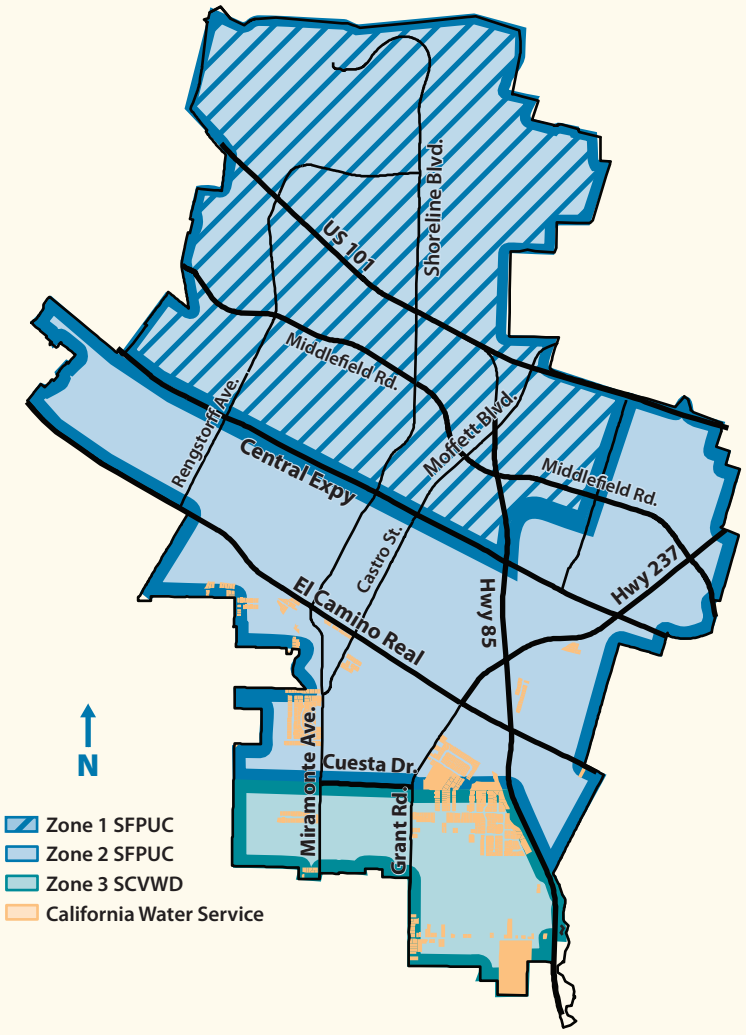
The City purchases approximately 90 percent of its drinking water from the San Francisco Public Utilities Commission's (SFPUC) Hetch Hetchy system. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is stored in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of SFPUC water include rainwater runoff collected in watersheds in Alameda, San Mateo and Santa Clara counties.

Santa Clara Valley Water District

Approximately 8 percent of the City's potable water supply is purchased from the Santa Clara Valley Water District (SCVWD). About half of this water is imported from the Sacramento-San Joaquin Delta (Delta). The SCVWD's other water sources include local groundwater and surface water collected and stored in local reservoirs. For operational flexibility, the zone served with SCVWD water is occasionally supplemented with water from the SFPUC.

City Wells

Two percent of the potable water supply comes from groundwater wells owned and operated by the City. This water is pumped from a deep aquifer and blended with SFPUC water for distribution to City water customers.



San Luis Reservoir, October 2015

Conservation Update

In response to the increasingly severe drought, Governor Jerry Brown and the State Water Resources Control Board (Water Board) imposed mandatory reductions on urban water suppliers throughout California. Mountain View's mandatory reduction was set at 16 percent (compared to 2013 water use). Thanks to the efforts of our residents, businesses and institutions, Mountain View exceeded the 16 percent mandate and achieved 28 percent conservation for the entire year. However, despite normal precipitation this winter, sustained efforts will be necessary to fully replenish water supplies. Information about the City's current water-use restrictions and conservation programs can be found online at www.conservewater.mountainview.gov or by calling the City's Water Conservation Hotline at (650) 903-6216.

The Water Journey: Source to Tap

Mountain View's drinking water completes a long journey before reaching each of the City's water customers. From its original source as rain or snow, water is captured in reservoirs and aquifers, then treated and disinfected before being delivered to the City's water distribution system and your tap.

Capturing Water from the Source

Most of the City's drinking water originates from pristine Sierra Nevada snowmelt, captured near the headwaters of the Tuolumne River in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of water include the Delta and local rainwater runoff captured in reservoirs in Santa Clara and Alameda counties. The Delta transports snowmelt and rainwater runoff from 40 percent of California's land area, including the Sierra Nevada, Coast Ranges, and southern Cascade Range. Water in the Delta system travels through rivers, aqueducts, and reservoirs such as Shasta, Oroville, New Melones, New Don Pedro, Del Valle, and San Luis before entering Santa Clara County. Once in the county, Delta water is percolated into the groundwater aquifers or combined with local surface water and stored in local reservoirs for treatment and groundwater replenishment.

Sacramento-San Joaquin Delta photo: DWR

Treatment and Disinfection

Different sources of water require different levels of treatment and disinfection. Hetch Hetchy Reservoir is the largest water supply on the West Coast that does not require conventional treatment. Due to its highly protected source and conveyance facilities (closed pipes and tunnels), Hetch Hetchy water requires only pH adjustment for corrosion control, and disinfection. Delta water and rainwater runoff stored in regional reservoirs use conventional water treatment processes (coagulation/flocculation, sedimentation and filtration), in addition to corrosion control and disinfection. Facilities used to treat and disinfect the City's water sources include the Tesla Treatment Facility, Sunol Valley Water Treatment Plant, and Rinconada Treatment Plant.

Rinconada Treatment Plant photo: SCVWD

Delivery System

Mountain View's water distribution system includes over 176 miles of pipelines up to 27 inches in diameter. The City's three pressure zones are hydraulically isolated to maintain optimal pressure and regulate the flow of different sources into each zone. Mountain View has four water storage reservoirs that hold between one and eight million gallons each. The City's reservoirs provide operational maintenance flexibility and back-up water supply in case of emergency.

Graham Reservoir Pump Station

Teamwork

Operating a drinking water system requires a large team of individuals with knowledge and training in different disciplines. Mountain View's staff of engineers and certified operators and technicians monitor important items such as quality and pressure, perform ongoing maintenance and repairs, plan for and design system replacements, upgrades and extensions and identify and quickly address problems such as leaks. The City also works closely with its wholesale suppliers to coordinate maintenance shutdowns and repairs, source water changes, and other actions that could change the characteristics or availability of the City's water supply.

Utility crew performs a repair.

Drought Challenges

As conditions change due to drought and other factors, the City and its wholesale suppliers adjust operations to meet each new challenge. Common problems encountered during drought years that can affect the taste and quality of drinking water include: increased surface water temperature, slower reservoir turnover, and slower system flow. To mitigate and prevent water quality problems, the City and its wholesale suppliers work together to adjust operational practices as needed. In some cases these activities, such as system flushing, may appear to be contradictory to water conservation objectives, but are necessary to ensure the water we deliver remains fresh.

Protecting Your Health

Drinking water, including bottled water, may reasonably be expected to contain at least 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 U.S. 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 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. EPA and Center for Disease Control (CDC) guidelines on appropriate means 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 certain 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 did not exceed regulatory health levels.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water comes primarily from materials and components associated with water service lines and home plumbing. The City of Mountain View is responsible for providing high quality drinking water but cannot control the variety of materials used in private plumbing components. When your water has been sitting in your on-site plumbing for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. Keep a pitcher or bucket nearby to collect this flush water and use it to water plants in your house or garden.

If you are concerned about lead in your water, you may wish to have your water tested independently. Testing can be performed using an over-the counter lead testing kit commonly available at local hardware stores. 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.

In compliance with state and federal regulations, the City conducts lead testing every three years. Samples are collected from representative homes throughout the City and sent to a laboratory for testing.

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 SCVWD regularly test for Cryptosporidium and Giardia in their source water and treated water supplies.

Chloramine Disinfectant: Drinking water provided to the City of Mountain View by the SFPUC and SCVWD 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: https://www3.epa.gov/region9/water/chloramine.html.

Drinking Water Contaminants

The sources of drinking water (both tap water and bottled 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 operations 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 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, the SCVWD, 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 2015. The table contains 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

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 U.S. EPA.

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 California Environmental Protection Agency.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

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

Maximum Residual Disinfectant Level Goal (MRDLG): The level of 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.

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

Detection Limit for Purposes of Reporting (DLR): The designated minimum level at or above which a contaminant in drinking water must be reported to the Water Board.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR 2015 (1)

Detected Contaminants	Measurements				Water Source					
Primary Health Related Constituents	**Units**	**DLR**	**MCL**	**PHG or MCLG**	**SFPUC Range**	**SFPUC Avg. or [Max]**	**SCVWD Range**	**SCVWD Avg. or [Max]**	**CMV Wells Range (2)**	**Typical Source in Drinking Water**
Turbidity (3)										
Unfiltered Hetch Hetchy Water	NTU	—	5	NS	0.2 — 0.5 (4)	[3.1]	—	—	—	Soil run-off
Filtered Water (turbidity)	NTU	—	TT (5)	NS	—	[1]	—	0.05 — 0.08	—	Soil run-off
Filtered Water (percentage of time)	—	—	TT (5)	NS	97 - 100%	—	100%	—	—	Soil run-off
Microbiological										
Giardia lamblia	Cyst/L	—	TT	0	<0 — 0.08	<0.01	—	—	—	Naturally present in the environment
Organic Chemicals										
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	—	—	51 — 78	63.8	—	Byproduct of drinking water disinfection
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	—	—	11 — 34	18.9	—	Byproduct of drinking water disinfection
Total Organic Carbon	ppm	0.3	TT	NS	1.4 — 5.2	2.1	1.90 — 3.07	2.69	—	Various natural and man-made sources
Inorganic Chemicals										
Aluminum	ppb	50	1000	600	—	—	ND	ND	<50	Erosion of natural deposits
Fluoride (6)	ppm	0.1	2	1	ND — 0.8	0.3 (7)	ND — 0.01	ND	<0.1 — 0.11	Erosion of natural deposits
Hexavalent Chromium	ppb	1	10	0.02	—	—	ND	ND	ND — 1.4	Erosion of natural deposits
Nitrate (as N)	ppm	0.4	10	10	—	—	ND — 5	ND	4 — 7	Erosion of natural deposits
Radionuclides										
Gross Alpha Particle Activity	pCi/L	3	15	0	—	ND	—	—	2.1 — 2.6	Erosion of natural deposits
Constituents with Secondary Standards	Unit	DLR	SMCL	PHG						
Chloride	ppm	NS	500	NS	<3 — 16	8.4	87 — 120	103	34 — 58	Run-off/leaching from natural deposits
Color	Unit	NS	15	NS	<5 — 5	<5	<2.5	<2.5	<5	Naturally occurring organic materials
Manganese	ppb	20	50	NS	—	—	ND	ND	<20	Leaching from natural deposits
Odor	TON	1	3	NS	—	—	1	1	<1	Naturally occurring organic materials
Specific Conductance	µS/cm	NS	1600	NS	34 — 213	144	636 — 749	696	570 — 710	Substances that form ions when in water
Sulfate	ppm	0.5	500	NS	1.2 — 30	15	66 — 79.3	72.1	32 — 38	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	<20 — 93	54	330 — 424	361	400 — 500	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	0.1 — 0.3	0.1	0.05 — 0.08	0.07	<0.1 — 0.24	Soil run-off
Other Water Constituents Analyzed	Units	DLR	MCL	PHG	SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average	CMV Wells Range (2)	
Alkalinity (as CaCO3)	ppm	NS	NS	NS	7 — 128	30	84 — 117	95	240 — 273	Naturally occurring
Barium	ppb	100	1000	2000	—	—	—	—	150	Naturally occurring
Boron	ppb	100	NS	NS	103	103	167 — 219	187	—	Naturally occurring
Bromide	ppb	NS	NS	NS	—	—	0.07 — 0.17	0.11	—	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	3 — 18	11	24 — 29	26	75 — 83	Naturally occurring
Chlorate	ppb	20	NS	NS	39 — 280 (8)	157 (8)	62 — 160	116	—	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	13 — 65	42	133 — 163	144	273 — 339	Naturally occurring
Magnesium	ppm	NS	NS	NS	<0.2 — 5.6	3.7	15 — 18	16	21 — 32	Naturally occurring
pH	—	NS	NS	NS	7.1 — 9.9	9.0	7.5 — 8.0	7.7	7.5 — 7.8	Naturally occurring
Phosphate	ppm	NS	NS	NS	—	—	0.80 — 0.97	0.88	—	Naturally occurring
Potassium	ppm	NS	NS	NS	0.2 — 0.9	0.6	3.4 — 4.2	3.7	1.0 — 1.3	Naturally occurring
Silica	ppm	NS	NS	NS	3.7 — 5.4	4.7	6 — 14	9	—	Naturally occurring
Sodium	ppm	NS	NS	NS	2.9 — 19	13	64 — 90	75	28 — 31	Naturally occurring

MOUNTAIN VIEW SYSTEM CONSTITUENTS	Units	DLR	MCL (SMCL)	PHG	Range or [Avg]	Typical Source in Drinking Water
Turbidity	NTU	—	5	NS	0.0 — 0.5	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	36.4 — 73.2 (9)	Byproduct of drinking water disinfection
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	19.1 — 37.0 (9)	Byproduct of drinking water disinfection
Other Water Constituents Analyzed						
Fluoride (6)	ppm	0.1	2	1	[0.83]	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL=4	MRDLG=4	[2.38]	Water disinfectant added for treatment
Free Ammonia	ppm	NS	NS	NS	ND — 0.33	Water disinfectant added for treatment
Customer Tap Lead and Copper Sampling						
Lead (10)	ppb	5	(15)	0.2	7.6	Corrosion of household plumbing
Copper (11)	ppm	0.05	(1.3)	0.3	0.1	Corrosion of household plumbing

KEY

—	Non Applicable
<	Less Than
ND	Non-Detect
NS	No Standard
NTU	Nephelometric Turbidity Unit
Csyt/L	Cysts per Liter
ppm	parts per million (equal to milligrams per liter)
ppb	parts per billion
µS/cm	microSiemens/centimeter
TON	Threshold Odor Number
SMCL	Secondary Maximum Contaminant Level
SWRCB	State Water Resources Control Board
CMV	City of Mountain View
SFPUC	San Francisco Public Utilities Commission
SCVWD	Santa Clara Valley Water District
EPA	Environmental Protection Agency
pCi/L	picocuries per liter

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) Fluoride occurs naturally in source waters from the SFPUC, SCVWD, and City wells. The City of Mountain View and SFPUC added fluoride in 2015 to meet Water Board required levels.

(7) The natural fluoride in the Hetch Hetchy supply was ND. Elevated fluoride levels in the Sunol Valley Water Treatment Plant raw water are attributed to the transfer of the fluoridated Hetch Hetchy water into the reservoirs.

(8) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.

(9) 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.

(10) The Lead and Copper Rule monitoring results for 2013, the most recently required testing, comply with the U.S. EPA health regulations. One of the 34 water samples collected at the consumer taps had Lead concentrations above the Action Level. Value reported is the 90th percentile.

(11) The Lead and Copper Rule monitoring results for 2013 comply with the U.S. EPA health regulations. None of the 34 samples had Copper concentrations above the Action Level. Value reported is the 90th percentile.

Protecting Source Waters

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 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 and citizens can use the publicly available study results to take actions 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. More information and study summaries are available online at www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/dwsap.shtml.

SFPUC

The SFPUC's annual Hetch Hetchy Watershed Survey evaluates sanitary conditions, water quality, potential contamination sources and the results of watershed management efforts by the SFPUC and its partner agencies, including the National Park Service and United States Forest Service, to reduce or eliminate contamination sources. The SFPUC also conducts sanitary surveys of the local Alameda and Peninsula watersheds, as well as approved standby water sources, every five years. The latest five-year surveys were completed in 2011 for the period of 2006-2010, with the next surveys scheduled for 2016. The surveys identified wildlife, livestock and human activities as potential contamination sources.

Hetch Hetchy Reservoir

SCVWD

SCVWD surface water is imported mainly from the South Bay Aqueduct, Dyer Reservoir, Lake Del Valle and San Luis Reservoir, which all receive water from the Sacramento-San Joaquin Delta watershed. The SCVWD's local water sources include Lexington and Anderson reservoirs. The SCVWD'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 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 the SCVWD's treated waters. The SCVWD's water treatment plants use multiple techniques for disinfection and physical removal of contaminants. For additional information, visit the SCVWD website at www.valleywater.org.

Anderson Reservoir photo: SCVWD

City Wells

Groundwater beneath the City of Mountain View is available in two aquifers separated by natural clay formations. Because City wells are drilled deep into the lower aquifer, the clay formations and geology help protect the City's groundwater supply from contamination. Mountain View regularly tests water produced by City wells and conducts assessments to ensure the safety of its groundwater supply. 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. To receive a copy of the well assessment summaries, contact the Public Services Division at (650) 903-6329.

City groundwater supply well

Treatment Technique Violation

Failure to Meet Filtration Requirement - Due to an operational error in the San Francisco Regional Water System, the SFPUC failed to filter drinking water from the San Antonio Reservoir for a brief period of time on March 3, 2015. A valve was accidentally opened for approximately 20 minutes, allowing a limited amount of untreated water from the SFPUC's San Antonio Reservoir in the East Bay to enter into the treated San Francisco Regional Water System, and subsequently enter the City of Mountain View's system. The untreated water was blended with already treated water before reaching any customers, providing some disinfection treatment. Some customers in our service area received this blend of water. The San Antonio Reservoir is a highly protected drinking water reservoir with no public access. Two years of water quality data, including additional samples taken immediately after the incident, confirmed the absence of pathogens of concern, such as Cryptosporidium and Giardia. The SFPUC has been working with its regulatory agency, the Water Board's Division of Drinking Water, and their wholesale customers, including the City of Mountain View, to develop measures to prevent a future recurrence of such an incident.

To Contact Us

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

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

To Report Suspicious Activities or Persons, Please Dial 911

Ask Mountain View Online
www.mountainview.gov/askMV

Public Participation
The Mountain View City Council meets regularly on the second and fourth Tuesday of each month at 6:30 p.m. in the Council Chambers at City Hall, 500 Castro Street, Second Floor. Members of the public are encouraged to attend. Contact the City Clerk's Office at (650) 903-6304 for more information.

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

Kerry Holeman
Water Quality Technician
(650) 903-6241
www.waterquality.mountainview.gov

Alison Turner
Utilities Services Manager
(650) 903–6329

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

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

Water Conservation Hotline
(650) 903-6216
www.conservewater.mountainview.gov

Water Supply Information
www.mountainview.gov/depts/pw/services/water/

Request a Paper Copy
The Water Quality Report is available online at www.mountainview.gov/CCR2015. If you would like to request a paper copy, please call (650) 903-6241 or email waterquality@mountainview.gov.

More information regarding drinking water, treatment, quality, and regulations is available at:

Santa Clara Valley Water District
(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/programs/index.shtml

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

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