

Water Quality 2017

CONSUMER CONFIDENCE REPORT

JUNE 2018



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 2017 Consumer Confidence Report was prepared in accordance with Federal Safe Drinking Water Act and State Water Resources Control Board (State Water Board) requirements. In 2017, Mountain View's drinking water met all Federal and State standards.

System Resiliency

The winter of 2016-17 brought California one of the wettest years on record, relieving much of the State from a severe multi-year drought. As part of our changing climate, scientists expect more extreme weather events to occur in the future. The City of Mountain View and our regional partners are working collaboratively to identify and mitigate potential impacts of changes in climate on our local water supplies.

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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

Mountain View's Water Supply Sources

The City of Mountain View supplies over 8 million gallons per day to nearly 18,000 meter connections using reservoirs, pump stations, wells, and over 177 miles of pipeline. The City obtains water from several sources to provide operational flexibility and reliability during system maintenance, drought, and disasters. The map on the right shows the three zones where source waters are typically distributed within Mountain View. Mountain View's drinking water sources are described below.

San Francisco Public Utilities Commission

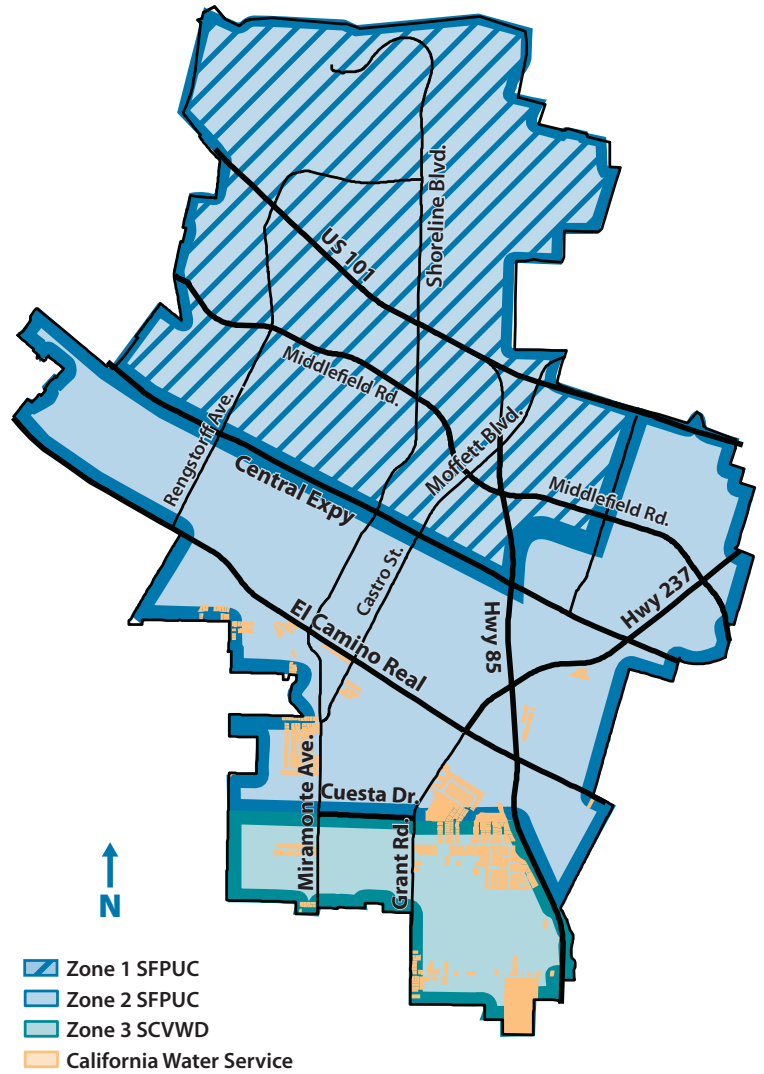
The City purchases approximately 88 percent of its drinking water from the San Francisco Public Utilities Commission's (SFPUC) Hetch Hetchy system. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is stored in the Hetch Hetchy Reservoir in Yosemite 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 10 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 (2%) 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. The City's wells also serve as a backup water supply during emergencies.



Sunol Valley Water Treatment Plant

photo: SFPUC

CHANGING CLIMATE AND SOURCE WATERS

Extreme weather events can affect the timing and volume of supply availability and some aspects of water quality, such as turbidity, through lowered reservoir levels and increased mixing caused by high rainfall runoff. Staff from Mountain View, the SFPUC, and SCVWD work together to monitor water quality during extreme weather events and provide alternative supplies or treatment as necessary to maintain a high standard of water quality.

Sunol Valley Water Treatment Plant (pictured left) treats water from SFPUC's Alameda County reservoirs. During extreme weather events the plant can also be used to treat water from Hetch Hetchy reservoir.

DRINKING WATER REGULATIONS

Water suppliers such as Mountain View, the SFPUC, and SCVWD are required to maintain aggressive monitoring programs to ensure the quality of their drinking water and to protect public health. These programs are implemented through a combination of Federal and State laws with strict oversight by the EPA and the State Water Board. The Safe Drinking Water Act, which was passed by Congress in 1974 (and updated in 1986 and 1996), created the framework and requirements for protecting the quality of our nation's drinking water.

Protecting Public Health

Pursuant to the Safe Drinking Water Act, the EPA sets legal limits on the levels of certain contaminants in drinking water. The legal limits reflect both the level that protects human health and the level that water systems can achieve using the best available technologies. Some states, such as California, pass their own limits that are stricter than the Federal limits. Besides prescribing legal limits, the EPA also sets testing schedules, testing methods, and acceptable treatment techniques that water suppliers must follow. The EPA, the State Water Board, and local water agencies work together to ensure these water quality regulations are followed.

Primary Standards

The National Primary Drinking Water Regulations set mandatory water quality standards for drinking water contaminants. These standards, called "maximum contaminant levels" or "MCLs," protect the public against drinking water contaminants that present a risk to human health. An MCL is the legal limit for the amount of a constituent allowed in water served by a public water system. In some cases, California has adopted MCLs that are more restrictive than the national MCLs.

Secondary Standards

Some contaminants may cause aesthetic problems with drinking water, such as unpleasant tastes or odors. Since these contaminants do not cause health problems, there are no legally enforceable limits on their presence in drinking water. However, the EPA recommends maximum levels for these contaminants. These recommendations are set by the National Secondary Drinking Water Regulations and called "secondary maximum contaminant levels" or "SMCLs."

Evaluating Unregulated Contaminants

The EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) program to collect data for contaminants suspected to be present in drinking water but do not have primary or secondary standards set under the Safe Drinking Water Act. Every five years, the EPA reviews the list of contaminants and issues a new list of unregulated contaminants to be monitored by public water systems. The EPA uses this monitoring information to help determine if additional standards are needed.

The current rule (UCMR 4) was published in December 2016 and requires monitoring of 30 chemical contaminants between 2018 and 2020 using EPA-prescribed testing methods. Mountain View began sampling for the required UCMR 4 constituents in 2018.

LEAD MONITORING

Lead is seldom found in drinking water sources. Lead in drinking water comes primarily from materials and components associated with home plumbing and water service lines. 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. Regulatory standards included in the Safe Drinking Water Act developed during the last three decades have greatly reduced exposure to lead in drinking water, and California is at the forefront of these efforts with some of the strictest lead regulations in the country.

Corrosion Control

To prevent lead from leaching into drinking water from household plumbing materials, Mountain View's wholesale suppliers employ corrosion control programs. The SFPUC's program consists of maintaining optimal pH levels throughout the distribution system. SCVWD's program includes an added corrosion inhibitor and pH adjustment. Both the SFPUC and SCVWD programs are approved by the State Water Board. Mountain View staff also monitors pH and corrosion inhibitor levels on a regular basis.

Household Testing

The City performs triannual testing on water samples from Mountain View homes to monitor for the presence of lead. Test results from the most recent sampling event shows the City met State and Federal standards for lead.

Risk Assessment

As required by the State Water Board, water suppliers must conduct an inventory of lead-containing service lines (the pipe between the City water main and your water meter) and develop a replacement schedule, if any are found. Mountain View has completed the required inventory and found no service lines containing lead in the City's water service area.

School Testing

In 2017, the State Water Board established a program for local schools to request lead sampling from their water supplier. Mountain View received 10 requests for lead testing from local school districts and performed the testing as requested. Sampling results were provided to the school districts following the testing. As of January 2018 State law requires water suppliers to sample all schools on public land by mid-2019. Water samples from the remaining required sites will be tested before the 2019 deadline and provided to the school administration for distribution. Please contact your school administrator for information about lead testing and results for your local school.

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 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 Center for Disease Control (CDC) 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. 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.

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 and treated water supplies. In 2017, the SFPUC and SCVWD found very low levels of *Giardia* and *Cryptosporidium* in their source waters (see table on Page 5). The *Giardia* and *Cryptosporidium* were removed prior to distributing the water to customers.

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: www.epa.gov/dwreginfo/chloramines-drinking-water.



City staff collecting a water sample

photo: Emily Yarsinske

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 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.



City staff analyzes water quality sample

photo: Kerry Holeman

Water Quality Data

Water quality staff from the SFPUC, 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 2017. 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

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 Office of Environmental Health Hazard Assessment. A detailed report of the City's PHG testing is available at www.waterquality.mountainview.gov.

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 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.

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 State Water Board.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR 2017 (1)

Detected Contaminants		Measurements			
Primary Health Related Constituents	Units	DLR	MCL	PHG or MCLG	
Turbidity (3)					
Unfiltered Hetch Hetchy Water	NTU	—	5	NS	
Filtered Water (turbidity)	NTU	—	TT (5)	NS	
Filtered Water (percentage of time)	—	—	TT (5)	NS	
Microbiological					
Giardia lamblia	Cyst/L	—	TT	0	
Cryptosporidium Oocysts	Oocyst/L	—	TT	0	
Organic Chemicals					
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	
Total Organic Carbon	ppm	0.3	TT	NS	
Inorganic Chemicals					
Aluminum	ppb	50	1000	600	
Fluoride (6)	ppm	0.1	2	1	
Hexavalent Chromium	ppb	1	10	0.02	
Nitrate (as N)	ppm	0.4	10	10	
Radionuclides					
Gross Alpha Particle Activity	pCi/L	3	15	0	
Constituents with Secondary Standards					
	Unit	DLR	SMCL	PHG	
Chloride	ppm	NS	500	NS	
Color	Unit	NS	15	NS	
Manganese	ppb	20	50	NS	
Odor	TON	1	3	NS	
Specific Conductance	µS/cm	NS	1600	NS	
Sulfate	ppm	0.5	500	NS	
Total Dissolved Solids	ppm	NS	1000	NS	
Turbidity	NTU	NS	5	NS	
Other Water Constituents Analyzed					
	Units	DLR	MCL	PHG	
Alkalinity (as CaCO3)	ppm	NS	NS	NS	
Barium	ppb	100	1000	2000	
Boron (8)	ppb	100	NS	NS	
Bromide	ppb	NS	NS	NS	
Calcium (as Ca)	ppm	NS	NS	NS	
Chlorate	ppb	20	NS	NS	
Hardness (as CaCO3)	ppm	NS	NS	NS	
Magnesium	ppm	NS	NS	NS	
pH	—	NS	NS	NS	
Phosphate	ppm	NS	NS	NS	
Potassium	ppm	NS	NS	NS	
Silica	ppm	NS	NS	NS	
Sodium	ppm	NS	NS	NS	
Strontium	ppm	NS	NS	NS	

MOUNTAIN VIEW SYSTEM CONSTITUENTS	Units	DLR	MCL (SMCL)	PHG
Turbidity	NTU	—	5	NS
Organic Chemicals				
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS
Other Water Constituents Analyzed				
Fluoride (6)	ppm	0.1	2	1
Total Chlorine	ppm	—	MRDL=4	MRDLG=4
Free Ammonia	ppm	NS	NS	NS
Customer Tap Lead and Copper Sampling				
Lead (11)	ppb	5	(15)	0.2
Copper (12)	ppm	0.05	(1.3)	0.3

Water Source					Typical Source in Drinking Water
SFPUC Range	SFPUC Avg. or [Max]	SCVWD Range	SCVWD Avg. or [Max]	CMV Wells Range (2)	
0.3 — 1.1 (4)	[2.7]	—	—	—	Soil run-off
—	[1]	—	[0.27]	—	Soil run-off
99% — 100%	—	100%	—	—	Soil run-off
ND — 0.22	0.05	ND — 0.2	[0.1]	—	Naturally present in the environment
—	—	ND — 0.1	[0.1]	—	Naturally present in the environment
—	—	37 — 68	43.3	—	Byproduct of drinking water disinfection
—	—	10 — 34	15.7	—	Byproduct of drinking water disinfection
1.0 — 3.7	2.4	1.08 — 1.93	1.66	—	Various natural and man-made sources
ND — 99	ND	ND — 76	ND	<50	Erosion of natural deposits
ND — 0.6	0.2 (7)	—	—	<0.1 — 0.11	Erosion of natural deposits
—	—	ND	ND	ND — 1.1	Erosion of natural deposits
—	—	ND — 1.1	ND	ND — 6.6	Erosion of natural deposits
—	—	—	—	1.67 — 1.85	Erosion of natural deposits
<3 — 17	9	59 — 96	46	35 — 38	Run-off/leaching from natural deposits
<5 — 13	<5	<2.5	<2.5	<5	Naturally occurring organic materials
—	—	ND	ND	21	Leaching from natural deposits
—	—	1	1	<1	Naturally occurring organic materials
29 — 256	168	360 — 581	426	630 — 650	Substances that form ions when in water
0.9 — 34	17	38.7 — 64.6	54.9	27 — 28	Run-off/leaching from natural deposits
<20 — 122	76	202 — 344	231	390 — 400	Run-off/leaching from natural deposits
0.1 — 1	0.4	0.06 — 0.08	ND	<0.1 — 0.51	Soil run-off
SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average	CMV Wells Range (2)	
6 — 131	52	48 — 89	69	220 — 240	Naturally occurring
—	—	ND	ND	130 — 140	Naturally occurring
ND — 203	ND	ND — 162	123	—	Naturally occurring
<5 — 30	13	<0.05 — 0.12	0.06	—	Naturally occurring
2 — 31	16	14 — 25	20	72 — 77	Naturally occurring
51 — 180 (9)	86 (9)	70 — 170	91	—	Naturally occurring
7 — 82	51	68 — 115	96	272 — 265	Naturally occurring
0.2 — 11	6.2	8 — 13	11	20 — 21	Naturally occurring
7.4 — 9.8	9.2	7.5 — 8.0	7.8	7.5 — 7.6	Naturally occurring
—	—	0.73 — 1.21	1.01	—	Naturally occurring
0.2 — 2	1	2.2 — 3.5	2.7	1.2	Naturally occurring
4.6 — 12	7.6	5 — 15	11	—	Naturally occurring
2.3 — 31	18	29 — 72	43	29 — 35	Naturally occurring
12 — 234	111	—	—	—	Naturally occurring

Range or [Avg]	Typical Source in Drinking Water
0.0 — 0.9	Soil run-off
35.1 — 51.3 (10)	Byproduct of drinking water disinfection
12.8 — 42.9 (10)	Byproduct of drinking water disinfection
[0.70]	Naturally occurring and added for treatment
[2.35]	Water disinfectant added for treatment
ND — 0.12	Water disinfectant added for treatment
7.7	Corrosion of household plumbing
0.12	Corrosion of household plumbing

— Non Applicable
 < Less Than
 ND Non-Detect
 NS No Standard
 NTU Nephelometric Turbidity Unit
 Cyst/L Cysts per Liter
 Oocyst/L Oocysts 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

- All results met state and federal drinking water health standards.
- CMV well sampling is conducted in accordance with regulatory schedules.
- Turbidity is a water clarity indicator and also indicates the effectiveness of water treatment plants.
- Turbidity is measured every four hours. Values shown are monthly average turbidity values.
- 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.
- Fluoride occurs naturally in source waters from the SFPUC, SCVWD, and City wells. The City of Mountain View and SFPUC added fluoride in 2017 to meet State Water Board required levels.
- 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.
- In 2017, boron was detected at a level of 1,740 ppb in the raw water stored in one of the SFPUC's approved sources. Although the detected value is above the level where notification is required, 1,000 ppb for source water, the corresponding treated water boron level was only 200 ppb.
- The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- 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.
- The Lead and Copper Rule monitoring results for 2016, 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.
- The Lead and Copper Rule monitoring results for 2016 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 conducts watershed sanitary surveys for the Hetch Hetchy source annually and local water sources every five years. The most recent local sanitary survey was completed in 2016. The SFPUC conducted a special watershed sanitary survey for upcountry non-Hetch Hetchy water sources in 2015 (e.g., Lake Eleanor, Lake Cherry, parts of the Tuolumne River) as part of its drought response plan efforts. These surveys evaluate the sanitary condition, water quality, potential contamination sources, and the results of 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.

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 that supply their water treatment plants include Anderson and Calero 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 water. 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.

City Wells

Groundwater beneath the City of Mountain View is present 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. Staff 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.



Calaveras Reservoir

photo: SFPUC

FREQUENTLY ASKED QUESTIONS

Is my water safe to drink? Yes. Mountain View takes many steps to safeguard its drinking water and in 2017 our drinking water met all State and Federal standards.

Why does my water sometimes look cloudy? Water sometimes may appear cloudy due to air bubbles trapped in the water during a temporary change in water supply. The air bubbles will dissipate if the water is allowed to stand for a few minutes.

Is my water fluoridated? Yes. Mountain View's drinking water contains fluoride at the optimal level needed to improve oral health and reduce dental cavities. Water fluoridation is a widely accepted practice proven to be safe and effective for preventing and controlling tooth decay. Water fluoridation has been a major contributor to the decline of the rate of tooth decay, but tooth decay remains a common chronic condition for children throughout the nation. Additional information about water fluoridation and oral health is available at www.cdc.gov/fluoridation and www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml.

How much water should I store for emergencies? The Federal Emergency Management Agency recommends a minimum of a three-day supply of water for emergency situations with at least one gallon per person per day. Tap water can be stored in clean, airtight containers in a cool, dark location for up to six months. Before filling with tap water, clean each bottle with dish soap and rinse completely. Sanitize using a solution of 1 teaspoon liquid chlorine bleach to one quart of water. Gently swirl the solution so the entire bottle is sanitized. Dump the solution and rinse containers, before filling with fresh tap water.



City of Mountain View water operations and distribution staff

photo: Tammie Cravalho

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:

Water Quality Technician

650-903-6241
www.waterquality.mountainview.gov

Water Quality Operations (24 hours)

650-903-6329

Request a Paper Copy

The Water Quality Report is available online at www.mountainview.gov/CCR2017. If you would like to request a paper copy, please call 650-903-6241 or email waterquality@mountainview.gov.

Additional Information

Mountain View's Public Health Goals Report is available at www.mountainview.gov/waterqualityPHG.

Water Supply Information

www.mountainview.gov/depts/pw/services/water

Utility Billing

Monday - Friday
8:00 a.m. - 5:00 p.m.
650-903-6317

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