

WATER QUALITY 2023

CONSUMER CONFIDENCE REPORT

JUNE 2024



Hetch Hetchy Reservoir photo: SFPUC

YOUR WATER QUALITY

The City of Mountain View is committed to providing 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 the annual Consumer Confidence Report. This Consumer Confidence Report covers water quality information from January to December 2023 and was prepared in accordance with the Federal Safe Drinking Water Act and State Water Resources Control Board (State Water Board) requirements. In 2023, Mountain View's drinking water met all Federal and State standards.

MANAGING VARIABLE CONDITIONS

California experienced record-breaking weather during the recent drought. The State endured three of the driest years in recorded history from 2020 to 2022. Heavy snowfall and severe rainstorms brought an end to the drought, making 2023 one of the wettest years on record. Rapid and extreme shifts in weather continue to pose a challenge to water system resilience. This annual report describes the water quality and treatment processes used to protect your drinking water. Additionally, this report highlights the latest infrastructure projects that Mountain View and its water wholesalers are working on to ensure a strong and reliable drinking water supply.

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This report contains important information about your community's water quality. For translation assistance, please call 650-903-6145.

Este informe contiene información importante sobre la calidad del agua de su comunidad. Para obtener asistencia con la traducción, por favor comuníquese en el número de teléfono 650-903-6145.

本报告包含有关您所在社区水质的重要信息。如需翻译协助,请拨打电话 650-903-6145。

Этот отчёт содержит важную информацию о качестве водопроводной воды в вашем районе. Если вам нужна помощь с переводом, звоните по телефону 650-903-6145.

YOUR DRINKING WATER

The City of Mountain View supplies approximately 8.0 million gallons of drinking water per day to nearly 18,000 metered customers using reservoirs, pump stations, wells, and approximately 190 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 (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 to maintain disinfectant residual and minimize the formation of regulated disinfection byproducts. Water captured from local watersheds is treated using filtration, disinfection, fluoridation, pH adjustment, and taste and odor removal.

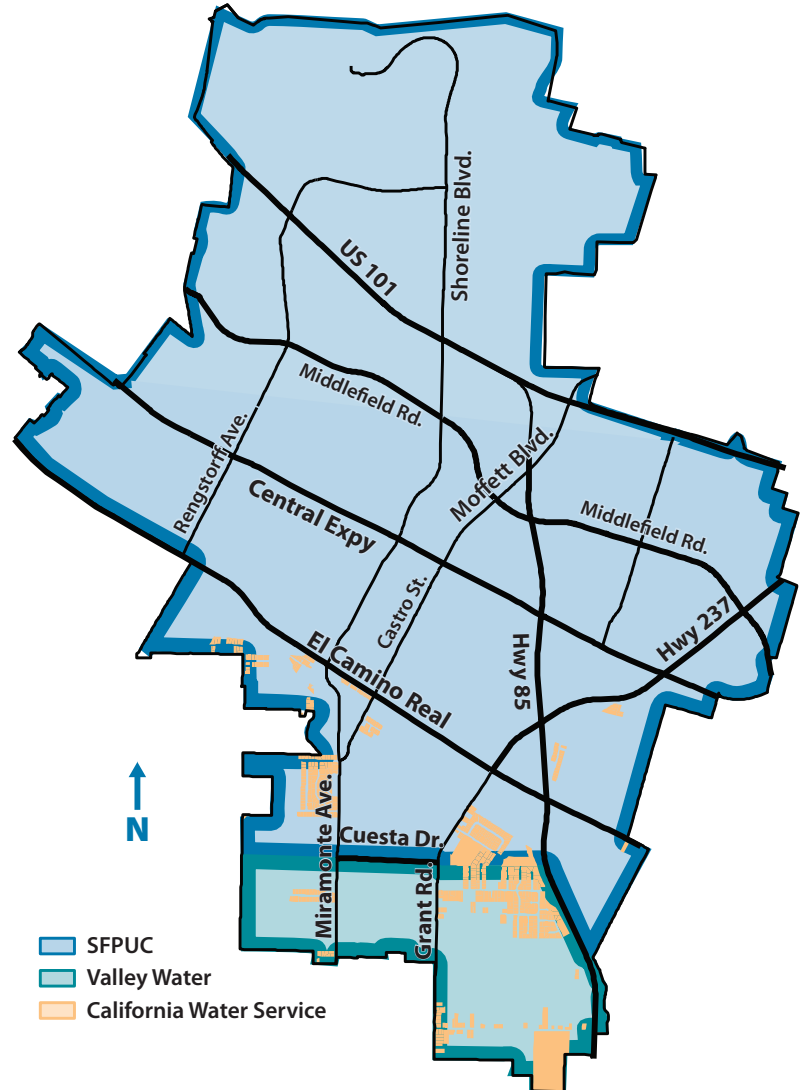
VALLEY WATER

Approximately 9 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. Calero Reservoir is Valley Water's local water source. 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 Water Treatment Plant in Los Gatos.

CITY WELLS

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

WHERE YOUR WATER COMES FROM



CALIFORNIA WATER SERVICE

California Water Service (CalWater) Los Altos District provides drinking water to some customers in the City of Mountain View. CalWater operates and maintains its own distribution system, separate from the City's system. For information about water quality for the CalWater service area, visit CalWater.com or call 650-917-0152.



Hetch Hetchy Reservoir

Photo: SFPUC

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.



O'Shaughnessy Dam Spillway

photo: SFPUC

SAN FRANCISCO PUBLIC UTILITIES COMMISSION

The SFPUC conducts watershed sanitary surveys for its Hetch Hetchy source 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, wildfire, and human activities as potential contamination sources. Prior to distribution, SFPUC's drinking water meets all Federal, State, and County regulations.

VALLEY WATER

Valley Water's imported and local 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 wildfires. Commercial stables and historic mining practices may also be sources of contamination to local water sources. No contaminants associated with any of these activities have been detected in Valley Water's treated water in 2023.



San Luis Reservoir

photo: Dept. of Water Resources

CITY WELLS

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

WATER SUPPLY UPDATE

The Department of Water Resources conducts an annual snowpack survey the first week of April to determine how much water will be available for the coming water year. The annual Sierra Nevada snowpack measurement marks a seasonal transition from accumulation of snow, to melt and runoff into reservoirs and waterways. The April 2023 Sierra snowpack was 253 percent of normal due to record-breaking snowfall and rainstorms across the State. By the end of spring, the City of Mountain View and its wholesalers rescinded their drought emergency declarations.

The 2024 water year began with a dry and warm autumn. Late winter storms swept across the State, delivering another round of above-average snowpack and water storage levels. The Sierra snowpack for April 2024 was 113 percent of normal. Mountain View and its wholesalers remain under normal water supply conditions.



2023 Sierra Nevada Snow Survey

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).

PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS):

PFAS are widely used, long-lasting chemicals that break down very slowly over time. Due to their widespread use and their persistence in the environment, many PFAS have been detected in people and animals all over the world and are present at low levels in a variety of food products and in the environment. There are thousands of PFAS chemicals, and they are found in many different consumer, commercial, and industrial products. This makes it challenging to study and assess the potential human health and environmental risks. Mountain View has conducted four consecutive quarters of PFAS monitoring in drinking water, with the most recent test completed in 2023. No PFAS were detected in these samples.

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 2023, the SFPUC found very low levels of *Giardia* in source water and treated water. Water treatment techniques are implemented to address health concerns from microbial contaminants.

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

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

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 2023. The table contains test results for substances detected in the water. Sample results that are below regulatory detection limits are not listed. The presence of a substance does not necessarily indicate the drinking water poses a health risk.

IMPORTANT DEFINITIONS

Detection Limit for Purposes of Reporting (DLR): The minimum detection level established by the State Water Board for purposes of reporting constitutes that may be found in drinking water. Constituent levels below the DLR are considered to be zero.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

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 (NL): 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 notification 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 MountainView.gov/CCR.

Primary Drinking Water Standard (PDWS): MCLs, MRDLs, and treatment techniques for contaminants that affect health, along with their monitoring and reporting requirements.

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

Secondary Maximum Contaminant Level (SMCL): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

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

Variations and Exemptions: State Water Board permission to exceed an MCL or not comply with a treatment technique under certain conditions.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR 2023 (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										
Unfiltered Hetch Hetchy Water	NTU	—	5	NS	0.3 — 0.9 (3)	[2]	—	—	—	Soil run-off
Filtered Water (turbidity)	NTU	—	TT (4)	NS	—	[0.2]	—	[0.30]	—	Soil run-off
Filtered Water (percentage of time)	—	—	TT (4)	NS	100%	—	100%	—	—	Soil run-off
Microbiological										
Giardia lamblia	Cyst/L	—	TT	0	0 — 0.13 (5)	0.03 (5)	—	—	—	Naturally present in the environment
Organic Chemicals										
Total Trihalomethanes (TTHMs)	ppb	—	80	NS	— (6)	— (6)	36.2 — 48.3	43.6	—	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	—	60	NS	— (6)	— (6)	16.3 — 20.7	18.8	—	Byproduct of drinking water chlorination
Total Organic Carbon (7)	ppm	NS	TT	NS	1.2 — 1.8	[1.5]	1.2 — 2.2	1.8	—	Various natural and man-made sources
Inorganic Chemicals										
Fluoride (8)	ppm	0.1	2	1	0.4 — 2.6 (9)	0.6	ND — 0.16	ND	ND — 0.12	Erosion of natural deposits
Nitrate (as N)	ppm	0.4	10	10	ND — 0.6	ND	ND — 1.3	0.6	3.4 — 6.7	Erosion of natural deposits
Radionuclides										
Gross Alpha Particle Activity	pCi/L	3	15	0	—	—	3.3 (10)	3.3	—	Erosion of natural deposits
Uranium	pCi/L	1	20	0.43	—	—	1.3 (10)	1.3	—	Erosion of natural deposits
Constituents with Secondary Standards										
Aluminum	ppb	NS	200	600	ND — 82	ND	—	—	ND	Erosion of natural deposits
Chloride	ppm	NS	500	NS	<3 — 9.3	4.6	11 — 52	37	—	Run-off/leaching from natural deposits
Color	Unit	NS	15	NS	<5 — 5	<5	1 — 5	4	ND	Naturally occurring organic materials
Odor	TON	NS	3	NS	—	—	1.4 — 2.0	1.9	ND	Naturally occurring organic materials
Iron	ppb	NS	300	NS	<6 — 42	21	—	—	ND	Leaching from natural deposits
Manganese	ppb	NS	50	NS	3.1 — 4.6	3.8	—	—	ND	Leaching from natural deposits
Specific Conductance	µS/cm	NS	1600	NS	32 — 289	160	188 — 463	369	610 — 630	Substances that form ions when in water
Sulfate	ppm	NS	500	NS	1.2 — 36	19	34 — 78	56	—	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	<20 — 153	77	112 — 272	213	400 — 420	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	0.1 — 0.6	0.3	0.03 — 0.30	0.05	ND	Soil run-off
Other Water Constituents Analyzed										
Alkalinity (as CaCO3)	ppm	NS	NS	NS	3.1 — 103	44	36 — 62	54	240 — 250	Naturally occurring
Barium	ppb	100	1000	2000	—	—	—	—	140 — 150	Naturally occurring
Boron	ppb	NS	[1000]	NS	22 — 65	43	ND — 167	ND	110 — 120	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	2.9 — 24	13	10 — 25	18	72 — 75	Naturally occurring
Chlorate	ppb	NS	[800]	NS	30 — 749 (11)	168 (11)	68 — 108	84	—	Naturally occurring
Chromium (vi)	ppb	NS	50	0.02	0.11 — 0.35	0.23	—	—	ND	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	7.5 — 86	47	42 — 114	82	269 — 274	Naturally occurring
Lithium	ppb	9	NS	NS	—	—	—	—	ND — 9.3 (12)	Naturally occurring
Magnesium	ppm	NS	NS	NS	0.2 — 8.4	4.3	4 — 13	9	21 — 22	Naturally occurring
pH	—	NS	NS	NS	8.4 — 9.8	9.3	7.4 — 7.9	7.6	7.5 — 7.7	Naturally occurring
Phosphate	ppm	NS	NS	NS	—	—	1.03 — 1.11	1.08	—	Naturally occurring
Potassium	ppm	NS	NS	NS	0.3 — 1.7	1	1.6 — 3.6	2.8	1.3	Naturally occurring
Silica	ppm	NS	NS	NS	4.9 — 9.4	7.1	10 — 14	12	—	Naturally occurring
Sodium	ppm	NS	NS	NS	2.7 — 19	11	20 — 52	40	33 — 37	Naturally occurring
Strontium	ppb	NS	NS	NS	14 — 331	173	—	—	—	Naturally occurring
Vanadium	ppb	NS	[50]	NS	—	—	1 — 2	1	3.7 — 6.3	Naturally occurring

MOUNTAIN VIEW DRINKING WATER (1)	Units	DLR	MCL [AL]	PHG	Range or [Avg]	Typical Source in Drinking Water
Turbidity	NTU	—	5	NS	ND — 0.90	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	0.5	80	NS	46.6 — 74.2 (13)	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	1	60	NS	18.8 — 53.9 (13)	Byproduct of drinking water chlorination
Other Water Constituents Analyzed						
Fluoride (8)	ppm	0.1	2	1	[0.78]	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL=4	MRDLG=4	[2.74]	Water disinfectant added for treatment
Free Ammonia	ppm	NS	NS	NS	[0.06]	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	0.12	Corrosion of household plumbing

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

FOOTNOTES

- All results met State and Federal drinking water health standards.
- CMV well sampling is conducted in accordance with regulatory schedules.
- Turbidity is measured every four hours daily. 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.
- 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 containments.
- SFPUC results not applicable. See Mountain View Drinking Water results below for relevant values.
- Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to water from the Sunol Valley Water and Rinconada Treatment Plants.
- Fluoride occurs naturally in source waters from the SFPUC, Valley Water, and City wells. The City of Mountain View and SFPUC added fluoride in 2023 to meet State Water Board required levels. Contact your local health provider or visit the CDC website at cdc.gov/fluoridation if you have questions or concerns about fluoride.
- Compliance with the fluoride MCL is not based on a single sample result, but on 80% of samples being within a control range. SFPUC's fluoride results are in compliance with the MCL.
- Radioactive monitoring is conducted every nine years. Gross Alpha Particle Activity and uranium were detected in San Luis Reservoir during the last reported testing round in 2022.
- The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- Lithium is a naturally occurring metal that may concentrate in brine waters. This detection was found in one well in the first quarter of a four-quarter sampling event required by the Unregulated Contaminate Monitoring Rule 5.
- The reported data for TTHMs and HAA-5s describes the range of the running annual average value.
- The Lead and Copper Rule monitoring results for 2022, 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.

MANAGING VARIABLE CONDITIONS

Water supply resiliency is contingent upon the flexibility and longevity of water system infrastructure. Sudden events such as extreme weather and emergencies can impact water quality and disrupt water distribution networks, highlighting the importance of regular upgrades and maintenance. Below is a summary of key projects that Mountain View and its wholesalers are working on to maintain a reliable drinking water supply.



photo: Nick Caruso

Backflow Device Inspection by City Staff

SAFEGUARDING WATER QUALITY

Drinking water suppliers, like Mountain View, are required to implement backflow prevention programs to protect the public water supply. As part of this program, backflow prevention devices are installed between the City's water main and each customer connection. Backflow preventors contain a set of valves that collectively act as a one-way gate, allowing water to flow from the City's pipeline to the customer but preventing water from reversing backward into the public water supply.

Certain equipment and activities (e.g., commercial boilers and firefighting) can cause pressure differentials that reverse the flow of water within pipelines. Installation of backflow preventors reduce the risk of potential cross-contamination of the public drinking water supply. Mountain View follows State mandates for backflow device requirements. The City conducts annual testing of backflow preventors through its Cross-Connection Control Program. Mountain View staff administered 2,686 backflow prevention tests in 2023. Annual testing is key to identifying maintenance needs and ensuring the protection of clean, safe drinking water.

WHOLESALE PROJECTS

Water managers work collaboratively to ensure high-quality drinking water is available for delivery to customers. Regular infrastructure management is essential to maintaining an extensive and innovative regional water distribution system. Valley Water and SFPUC continue to work on many projects that protect and deliver water throughout the greater regional service area, including to Mountain View.

This year, Valley Water began the next phase of upgrades for its Rinconada Water Treatment Plant Reliability Improvement Project. New construction will increase water treatment production capacity from 80 to 100 million gallons per day. This additional treatment capacity will increase the reliability of water supplies for Valley Water's westside service area, including most Mountain View neighborhoods south of Cuesta Drive.

In 2023, SFPUC initiated Phase I of the O'Shaughnessy Dam Rehabilitation Project. O'Shaughnessy Dam is located at Hetch Hetchy Reservoir, where water from the Tuolumne River is captured and stored for use in the SFPUC Regional Water System. This new project will upgrade multiple control gates and valves, install large diversion pipelines, and replace the dam's spillway concrete. Downstream from O'Shaughnessy Dam, water flows via gravity through multiple facilities including the 100-year-old "Mountain Tunnel." In its third year of construction, SFPUC's Mountain Tunnel Improvement Project continued during 2023 with the installation of bypass pipes for a new flow control facility and a 1,075 foot adit to increase access for system maintenance.



Mountain Tunnel Improvement Project

photo: SFPUC



Water Main Repair by City Staff

photo: Gary Wheaton

MOUNTAIN VIEW PROJECTS

The City's drinking water quality is maintained through regular water system maintenance. Routine pipeline replacement and reservoir cleaning ensure the resiliency of our drinking water supply. In 2023, Mountain View staff completed the Miramonte Water Main Replacement Project with an installation of 2,824 feet of water main. Approximately 1,570 feet of water main replacements occurred along both Alison Avenue and Began Avenue, from Barbara Avenue to Lola Lane. These main replacements are part of a larger Capital Improvement Project to upgrade the Miramonte Avenue corridor and strengthen water deliveries to the Springer, Cuesta, and Phyllis neighborhoods. Additionally, City staff completed an inspection and cleaning of the Miramonte Reservoir, a vital process to maintain clean and resilient drinking water.



City of Mountain View Water Operations and Distribution Staff

photo: Tammie Cravalho

Request a Copy of This Report

This 2023 Consumer Confidence Report is posted online at MountainView.gov/CCR. 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: MountainView.gov/WaterQuality

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)

Ask Mountain View Online

MountainView.gov/AskMV

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

MountainView.gov/CCR

San Francisco Public Utilities Commission

415-554-3289
SFPUC.org

U.S. EPA Safe Drinking Water Hotline

800-426-4791
EPA.gov/safewater

Valley Water

408-265-2607
ValleyWater.org

State Water Resources Control Board

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

California Water Service – Los Altos District

650-917-0152
CalWater.com

TO REPORT SUSPICIOUS ACTIVITIES OR PERSONS, PLEASE DIAL 911