

2024 WATER QUALITY REPORT



This report provides information on the
City of Hayward's water quality for
calendar year 2024.



Our Drinking Water

The City of Hayward (City) is pleased to present the 2024 Water Quality Report (Consumer Confidence Report) to our customers and interested parties. This report provides information about where our drinking water comes from, how it is treated, and details about its quality.

The City purchases all of its drinking water supply from the SFPUC, which delivers water to the City through its Regional Water System (SFRWS).

The SFRWS is the wholesale customer system, owned and operated by the SFPUC. The SFRWS supply is predominantly snowmelt from the Sierra Nevada Mountains, delivered through the Hetch Hetchy aqueducts, and includes treated water produced by the SFPUC from its local watersheds and facilities in Alameda and San Mateo Counties.

To meet drinking water standards for consumption, all surface water supplies, including upcountry (Sierra Nevada) non-Hetch Hetchy sources (UNHHS), undergo treatment before delivery to connections to the City's water systems. Although water from the Hetch Hetchy reservoir is exempt from filtration requirements by the United States Environmental Protection Agency (USEPA) and the State Water Resources Control Board's Division of Drinking Water (SWRCB-DDW), it receives disinfection using: ultraviolet light and chlorine, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and chloramination for maintaining disinfectant residual and minimizing the formation of regulated disinfection byproducts.

If Hetch Hetchy-sourced water is supplemented by surface water from local watersheds and UNHHS, then this water receives filtration, disinfection, fluoridation, optimum corrosion control, and taste and odor removal to ensure it meets federal and state drinking water standards. In 2024, neither upcountry non-Hetch Hetchy sources of water nor groundwater was used.

Water quality is monitored by the San Francisco Public Utilities Commission (SFPUC) and the City of Hayward to ensure that we continue to meet and exceed all state and federal standards. In 2024, The City met all state and federal drinking water health standards. The following sections of this report show the testing and monitoring results for the period of January 1 to December 31, 2024, and may include earlier monitoring data.



Water Quality

Together with the SFPUC, we regularly collect and test water samples from our reservoirs and designated sampling points throughout our transmission system to ensure that the water delivered to our customers meets or exceeds federal and State drinking water standards. In 2024, the SFPUC conducted more than 45,650 drinking water tests in the sources and the transmission system.

Contaminants and Regulations

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 that water poses a health risk. In order to ensure that our tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

Sources of drinking water (both tap and bottled water) include rivers, lakes, oceans, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material. Water can also pick up substances from the presence of animal or human activity. Such substances are called contaminants and may be present in source water as:

- **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 result 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, which 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**, which can be naturally occurring or be the result of oil and gas production and mining activities.

Who Should Seek Advice About Drinking Water?

Some people may be more vulnerable to contaminants in drinking water than the general population. People with immune system disorders, elderly persons, and infants are particularly at risk from infections. These individuals should seek advice about drinking water from their healthcare providers. The Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to reduce the risk of infection from *Cryptosporidium* and other microbial contaminants are available from the USEPA Safe Drinking Water Hotline, (800) 426-4791, or at www.epa.gov/safewater.

Watershed Protection

The SFPUC conducts watershed sanitary surveys for the Hetch Hetchy water source annually, and for non-Hetch Hetchy surface water sources, every five years. The purpose of the surveys are to evaluate the sanitary conditions and water quality of the watersheds and to review the results of watershed management activities conducted in the preceding years.

The latest sanitary surveys for the non-Hetch Hetchy watersheds were completed in 2021 for the years 2016 to 2020. With support from partner agencies, including the National Park Service and US Forest Service, the SFRWS's watershed protection management activities and surveys were completed. Wildfire, wildlife, livestock, and human activities continue to be potential contamination sources. For more information, contact the SWRCB-DDW at (510) 620-3474.

Fluoridation & Dental Fluorosis

Mandated by State law, water fluoridation is a widely-accepted practice proven to be safe and effective for preventing and controlling tooth decay. The SFPUC has maintained an optimum water fluoride of 0.7 milligram per liter (mg/L, or part per million, ppm) since May 2015 based on the SWRCB-DDW's regulatory guidance on the optimal fluoride level. Infants fed formula mixed with water containing fluoride at this level may still have a chance of developing mild to very mild dental fluorosis (tiny white lines or streaks in their teeth). These marks are often only visible under a microscope. Even in cases where the marks are visible, they do not pose any health risk. The Centers for Disease Control and Prevention (CDC) considers it safe to use optimally fluoridated water for preparing infant formula. To lessen the chance of dental fluorosis, you may choose to use low-fluoride bottled water to prepare infant formula. However, children may still develop dental fluorosis due to fluoride intake from other sources such as food, toothpaste, and dental products.

Contact your healthcare provider or the SWRCB-DDW if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB's website at www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html, or the CDC website at www.cdc.gov/fluoridation.

Boron Detection Above Notification Level in Source Water

In 2024, boron was detected at a level of 2.3 parts per million (ppm) in the raw water stored in Pond F3 East, one of the SFRWS's approved sources in the Alameda Watershed. Similar levels were detected in the same pond in preceding years. Although the detected value was above the California Notification Level of 1 ppm, the water was typically delivered to San Antonio Reservoir where it was substantially diluted to below the Notification Level before treatment at the Sunol Valley Water Treatment Plant. Boron is an element in nature and is typically released into air and water when soils and rocks naturally weather.

Drinking Water & Lead

Elevated levels of lead in drinking water, if present, can cause serious health problems, especially for pregnant women and young children. Infants and children are typically more vulnerable to lead in drinking water than the general population.

If you are concerned about lead levels in your water, you may wish to have your water tested. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the USEPA's Safe Drinking Water Hotline (800) 426-4791, or at www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water.

Infants and children who drink water containing lead could have decreases in intelligent quotient and attention span as well as increases in learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have an increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City is responsible for identifying and removing lead service lines if found in the City's service system. However, plumbing components in your home outside of the City's service system may contain lead materials. Because lead levels may vary over time, lead exposure is possible even when your tap sample results do not detect lead at one point in time. You can protect yourself and your family from the lead in your home plumbing by taking one or more of the following actions:

- Identify and remove lead materials within your home plumbing.
- If you use a water filter, make sure it's certified for lead to National Sanitation Foundation (NSF)/ANSI standards. Make sure to replace and maintain the filter according to the manufacturer's instructions.
- Use only cold water for drinking, cooking, and making baby formula (Do not boil your water to remove lead. Boiling water will not remove lead).
- Flush your pipes for several minutes before using your water for drinking, cooking, and preparing baby formula (this can be done by running your tap, taking a shower, doing laundry or a load of dishes, or reusing for watering plants).
- Flush for a longer period if you have pipes made of lead or galvanized material. Visit www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water for more information.

Lead Service Line Inventory

There are no known lead service lines in our water distribution system. The City's policy is to remove and replace any lead service lines promptly if it is discovered during pipeline repair and/or maintenance.

Lead and Copper Tap Sampling

The City regularly tests for lead in drinking water in compliance with the USEPA's Lead and Copper Rule (LCR), which requires water agencies to test for lead at customer taps every three years. If lead concentrations exceed the Regulatory Action Level (AL) of 15 parts per billion in more than 10% of customer taps sampled, the agency must take action to notify the public and reduce corrosion of lead within the distribution system. Since the LCR's inception in 1991, the City has always been below the AL threshold for lead. The most recent Lead and Copper Rule monitoring was in 2022 and is conducted every three years. In 2022, 62 residences were tested for lead and all were below the AL. The next sampling will be conducted in 2025.



Water Quality Data

The following are definitions of key water quality terms included on the data tables on Pages 6 and 7.

- **Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.
- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.
- **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 (SMCLs) are set to protect the odor, taste, and appearance of drinking water.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of 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 risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **Regulatory Action Level:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **Turbidity:** A water clarity indicator that measures cloudiness of the water and is also used to indicate the effectiveness of the filtration system. High turbidity can hinder the effectiveness of disinfectants.

The data tables in this section lists all drinking water contaminants detected in 2024 and the information about their typical sources. Contaminants below detection limits for reporting are not shown in accordance with regulatory guidance. The SFPUC holds a SWRCB-DDW monitoring waiver for some contaminants in its surface water supply, and therefore, the associated monitoring frequencies are less than annual.

Hayward Water System - Water Quality Data for 2024 ⁽¹⁾

Detected Contaminants	Unit	MCL/TT	PHG or (MCLG)	Range or Level Found	Average or [Max]	Typical Sources in Drinking Water
TURBIDITY						
Unfiltered Hetch Hetchy Water	NTU	5	N/A	0.3 - 0.5 ⁽²⁾	[2.1]	Soil runoff
Filtered Water from Sunol Valley Water Treatment Plant (SVWTP)	NTU	TT = 1	N/A	-	[0.2]	Soil runoff
	-	TT= Min 95% samples ≤ 0.3 NTU	N/A	99.97%	-	Soil runoff
DISINFECTON BY-PRODUCTS AND PRECURSOR						
Total Trihalomethanes	ppb	80	N/A	24 - 66.8	43 ⁽³⁾	Byproduct of drinking water disinfection
Five Haloacetic Acids	ppb	60	N/A	11.1 - 40.3	27.5 ⁽³⁾	Byproduct of drinking water disinfection
MICROBIOLOGICAL						
<i>E. coli</i>	-	0 Positive Sample	(0)	-	<1	Human or animal fecal waste
INORGANICS						
Chromium (VI)	ppb	10	0.02	ND - 0.1	0.1	Leaching from natural deposits
Flouride ⁽⁴⁾ (raw water)	ppm	2.0	1	ND - 0.8	0.2	Erosion of natural deposits; water additive to promote strong teeth
Nitrate (as N)	ppm	10	10	ND - 0.4	ND	Erosion of natural deposits
Chlorine (including free chlorine and chloramine)	ppm	MRDL=4.0	MRDLG=4	2.2 - 3.3	2.9 ⁽⁵⁾	Drinking water disinfectant added for treatment

Lead & Copper	Unit	AL	PHG	Range	90th Percentile	Typical Sources in Drinking Water
Copper	ppb	1,300	300	<1.0 - 180 ⁽⁶⁾	103	Internal corrosion of household
Lead	ppb	15	0.2	<1.0 - 5.9 ⁽⁶⁾	3.1	Naturally present in the environment

Constituents with Secondary Standards	Unit	SMCL	PHG	Range	Average	Typical Sources in Drinking Water
Aluminum	ppb	200 (MCL=1000)	600	ND - 59	ND	Erosion of natural deposits; some surface water treatment residue
Chloride	ppm	500	N/A	<3 - 9.9	4.9	Runoff/leaching from natural deposits
Iron	ppb	300	N/A	<6 - 41	20	Leaching from natural deposits
Manganese	ppb	50	N/A	<2 - 2.7	<2	Leaching from natural deposits
Specific Conductance	µS/cm	1,600	N/A	31 - 317	174	Substances that form ions in water
Sulfate	ppm	500	N/A	1 - 41	21	Runoff/leaching from natural deposits
Total Dissolved Solids	ppm	1,000	N/A	24 - 169	97	Runoff/leaching from natural deposits
Turbidity	NTU	5	N/A	0.1 - 0.4	0.2	Soil runoff

Non-Regulated Water Quality Parameters	Unit	ORL	Range	Average
Alkalinity (as CaCO ₃)	ppm	N/A	7.4 - 120	56
Boron	ppb	1,000 (NL)	23 - 65	44
Calcium (as Ca)	ppm	N/A	3.2 - 28	15
Chlorate ⁽⁷⁾	ppb	800 (NL)	24 - 597	134
<i>Giardia lamblia</i>	cyst/L	N/A	0 - 0.06	0.02
Hardness (as CaCO ₃)	ppm	N/A	8.4 - 106	57
Lithium	ppb	N/A	<2 - 4	2
Magnesium	ppm	N/A	0.2 - 9.5	4.9
pH	-	N/A	5.6 - 9.8	9.2
Silica	ppm	N/A	4.9 - 9.9	7.4
Sodium	ppm	N/A	3.1 - 24	13
Total Organic Carbon ⁽⁸⁾	ppm	N/A	1.1 - 1.8	1.5

Key
< / ≤ = less than / less than or equal to
AL = Action Level
Max = Maximum
Min = Minimum
N/A = Not Available
ND = Non-detect
NL = Notification Level
NTU = Nephelometric Turbidity Unit
ORL = Other Regulatory Level
pCi/L = picocurie per liter
ppb = part per billion
ppm = part per million
PS = Number of Positive Samples
µS/cm = microSiemens/centimete

Footnotes on Water Quality Data

(1) All results met State and Federal drinking water health standards.

(2) These are monthly average turbidity values measured every 4 hours daily at Tesla Treatment Facilities.

(3) This is the highest locational running annual average value.

(4) Natural fluoride in the Hetch Hetchy water was ND. Elevated fluoride levels in raw water at the SWWTP were attributed to the transfer of the fluoridated Hetch Hetchy water into local reservoirs. The fluoride level in our treated water ranged from 0.5 ppm to 0.8 ppm with an average of 0.7 ppm.

(5) This is the highest running annual average.

(6) The 90th percentile level of lead and copper must be less than the action level. The most recent Lead and Copper Rule monitoring was in 2022 and is conducted every three years. In 2022, 0 of 62 sampled residences exceeded the Action Level at customer taps for copper and lead.

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

(8) The range and average values of the total organic carbon were from operational monitoring results at Tesla Treatment Facilities.



Water Conservation & Sustainability

The City of Hayward has historically been a steward of our water resources and remains vigilant in using water wisely. We offer a variety of water conservation programs, rebates, and educational resources for Hayward water customers, residents and businesses.

For a full list of programs and resources, visit www.hayward-ca.gov/water-conservation.

- **Free water conservation classes:** Every spring and fall, the City hosts free workshops and classes focused on sustainable garden design, lawn conversion, water-efficient irrigation systems, and composting. For more information on upcoming classes, visit www.bawsca.org/classes. To be added to an email notification list of upcoming classes, email utilities.development@hayward-ca.gov with your request.
- **Free low-flow water fixtures and indoor leak audit kits:** These water fixtures and kits are provided at no cost to residents and are available for pick up at Hayward City Hall from 8 AM to 5 PM, Monday to Friday. For bulk requests, please email utilities.development@hayward-ca.gov to arrange for pick-ups.
- **Outdoor Water Efficiency Incentives:** The City offers rebates for lawn conversion projects and rain barrel installations.
- **EarthCapades:** School assemblies are offered free-of-charge to increase student awareness using water wisely. EarthCapades performances combine age-appropriate state science standards with circus skills, juggling, music, storytelling, comedy, and audience participation to teach environmental awareness, water science and conservation.
- **WaterWise Education Program:** Water Conservation Kits are distributed to 5th grade students to empower them to install water-saving devices and perform water audits in their homes. The Kits include high-efficiency shower heads, low-flow faucet aerators, energy cost calculators, flow rate test bags, toilet leak detection kits, and more. The water conservation curriculum can be easily implemented by teachers and includes methods to quantify the water savings as a result of taking the actions in the curriculum.



Department of Public Works & Utilities



777 B Street
Hayward, CA 94541



utilities.development@hayward-ca.gov



(510) 583-4700



www.hayward-ca.gov/waterquality

The Hayward City Council is the governing authority of the Hayward Water System. City Council meets the first, third, and fourth Tuesday every month at 7 PM at Hayward City Hall, 777 B Street. The public is invited to participate in these meetings.

The SFPUC is the governing authority of the Regional Water System that supplies water to Hayward. The SFPUC meets on the second and fourth Tuesdays of the month at 1:30 PM at San Francisco City Hall, Room 400. The public is invited to participate in these meetings.

This report contains important information about your drinking water. Please contact the City of Hayward at (510) 583-4700 or utilities.development@hayward-ca.gov for questions this regarding this report.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse City of Hayward, a 777 B Street, Hayward CA 94541, (510) 583-4700 para asistirlo en español.

本報告包含閣下飲用水嘅重要訊息。如需廣東話垂詢，請聯絡：City of Hayward, 777 B Street, Hayward CA 94541, (510) 583-4700。

この報告書には上水道に関する重要な情報が記されております。
ご質問等ございましたら、City of Hayward, 777 B Street, Hayward CA 94541, (510) 583-4700 まで日本語でご連絡下さい。

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ City of Hayward tại 777 B Street, Hayward CA 94541, (510) 583-4700 để được trợ giúp bằng tiếng

इस रिपोर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है। हिंदी में सहायता के लिए, City of Hayward को 777 B Street, Hayward CA 94541 अथवा (510) 583-4700 पर संपर्क करें।