2023 Annual Drinking Water Quality Report

FREQUENTLY ASKED QUESTIONS

HOW HARD IS OUR WATER?
Water hardness is due to dissolved minerals such as calcium and magnesium and occurs naturally in water supplies. Though hard or soft water is not clearly defined, typically, levels of dissolved Calcium Carbonate (CaCO3) in water above 100 ppm or 6 grains per gallon, is considered hard and can cause scale to build up in pipes, on faucets, and leave white spots on dish ware. Water in the City's distribution system, as of February 22, 2019, has a total hardness average of 149 ppm or ~8 grains per gallon.

WHY DOES MY WATER LOOK YELLOW/BROWN?
The surface water source at times has trace amounts of dissolved Iron and Manganese, which may cause a yellow/brown color in the water, usually most visible in white bathtubs, sinks or toilets. This condition does not constitute a health risk and flushing your water pipes will often remedy the situation. Another source of color can be naturally occurring organic materials.

WHY DOES MY WATER LOOK CLOUDY OR MILKY?
Cloudy or milky water is usually due to air bubbles in the water. Distribution pipes carry water under pressure, which keeps air dissolved in the water. These bubbles initially make a glass of water appear cloudy, but will slowly rise and the water turns clear.

WHY DOES MY DRINKING WATER TASTE OR SMELL FUNNY?
Taste comes from the minerals dissolved in the water. The two most common reasons for poor tasting or smelling water are:

- Chlorine odor or taste is normally a result of the chlorine required to disinfect the water supply. If the smell is particularly strong, leave the water in an open container for the chlorine to dissipate. A residential carbon filter element can improve this.
- A rotten-egg odor in water is caused by hydrogen sulfide, (non-toxic in small amounts), dissolved in the water and usually coming from the hot water faucet. A remedy is to slightly turn up the temperature in your water heater. Periodic draining of the water heater is recommended, and may help. Also, if you let the water flush for a few seconds, the smell may disappear.

IS FLUORIDE ADDED TO OUR DRINKING WATER?
No, fluoride is not added to the City's water supply. However, it does occur naturally.

WHY DOES MY WATER LOOK SLIGHTLY BLUE OR GREEN?
Your drinking water may have a slight blue or green tint to it if there are higher than normal levels of copper in it. If you have had new copper pipe added to your home or work done on existing copper pipe, you may notice a slight green or blue tint to your water. A protective layer usually forms inside the pipe within a couple of days which should stop this from happening.

SPILL RESPONSE AGENCIES

For additional information on water conservation, please contact the following agencies:

City of Hollister Community Services
(831) 636-4370
www.hollister.ca.gov

San Benito County Water District
(831) 637-8218
www.sbcwd.com

Please contact our stormwater hotline **1 (800) 78-CRIME** if you see anyone dumping into the stormwater drains.

DRINKING WATER SOURCE ASSESSMENT

Groundwater: An assessment of the City of Hollister Groundwater Well

Sources (Hollister Wells #1 through #6 and Cullum #1 and #2) was completed in February 2006. Summaries of the results may be viewed at the locations presented further in this section. Currently, three wells are out of service indefinitely. These sources are considered most vulnerable to the following activities not associated with any detected contaminants: Agricultural, residential and municipal activities, septic and sewer collection systems, farm machinery, gas stations, chemical/petroleum processing/ storage, utility stations- maintenance areas, dry cleaners, parking lots, and malls.

LESSALT Surface Water Treatment Plant: An assessment of the LESSALT Water Treatment Plant Surface Water Source was completed in March 2009. This source is considered most vulnerable to the following activities not associated with any detected contaminants: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

West Hills Surface Water Treatment Plant: In 2017 the City of Hollister, in partnership with Sunnyslope County Water District and San Benito County Water District, began sending to residents better quality water from the brand new West Hills Surface Water Treatment Plant. An assessment of this source was completed in April 2014. This source is most vulnerable to the following activities not associated with any detected contaminates: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

Copies of the completed assessments may be viewed or obtained at:

State Water Resources Control Board
Division of Drinking Water
Monterey District Office
1 Lower Ragsdale Dr. Bldg 100, Ste 120
Monterey, CA 93940
Phone: 831-655-6939

or

City of Hollister
Utilities Division
1321 South St
Phone: 831-636-4377

CITY OF HOLLISTER WATER DEPARTMENT

WILLIAM VIA *PUBLIC WORKS DIRECTOR*	RODRIGO AGUILAR *WATER OPERATOR II*	JOHNNY SANCHEZ *WATER OPERATOR I*
MICHAEL GRZAN *ENVIRONMENTAL PROGRAMS MANAGER*	CALEB ALLEMAN *WATER OPERATOR I*	DANIEL PEREZ *WATER OPERATOR I*
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ISAIAH HERNANDEZ *LEAD WATER OPERATOR II*	RAMON BECERRA *WATER OPERATOR I*	HYDIE McDONALD *MANAGEMENT ANALYST*
TRENNA BURBANK *UTILITY TECHNICIAN*	JULIAN CAMARILLO *WATER OPERATOR I*	

For more information on this report please call Michael Grzan at (831)636-4377 or email at Michael.Grzan@Hollister.ca.gov.

Para una traducción al español de este informe, por favor llame al (831)636-4370 o por correo electrónico Michael.Grzan@Hollister.ca.gov

PUBLIC PARTICIPATION
The City Council normally meets the 1st and 3rd Monday of each month beginning at 6:30 p.m. in the City Council Chambers at 375 Fifth Street, Hollister.

Area water issues are discussed, and the public is also welcome at the Water Resource Association of San Benito County, which also meets at City Hall, 375 Fifth Street, on the first Thursday of most months at 7:00p.m. (see the WRA website at http://www.wrasbc.org)

CITY OF HOLLISTER
2023 Annual Drinking Water Quality Report

Este informe contiene información muy importante sobre su agua potable, lea el segundo pàrrafo.
Para informaciòn en español llame al (831) 636-4370

REPORT SUMMARY

The City of Hollister ("City") is pleased to present this year's Annual Drinking Water Quality Consumer Confidence Report. The purpose of this report is to increase your understanding and confidence in the quality of drinking water delivered to you by the City of Hollister Water System. Included are details about where your water comes from, what it contains, and how it compares to State standards. Our constant goal is to give you a safe and reliable drinking water supply.

Please note that tenants, employees and students may not receive this report since they are not direct customers of the City. Please make this report available to such people by distributing copies or posting in a conspicuous location. This report is also available on-line at:

http://hollister.ca.gov/government/city-departments/community-services/utilities-water/

WATER QUALITY INFORMATION

The City regularly collects and tests water samples from designated sampling points throughout our water distribution system to ensure the water delivered to you meets or exceeds federal and state drinking water standards. In addition to our extensive treatment process control monitoring, from January 1st to December 31st, 2023 the City has conducted over 800 tests for contaminants.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, 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 from human activity.

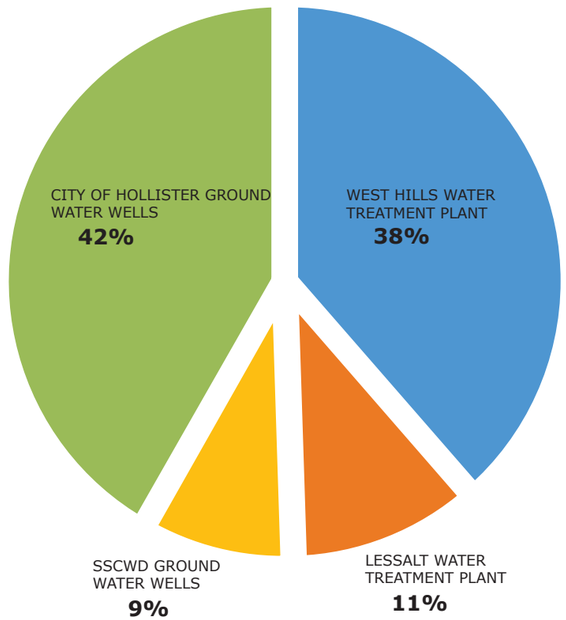
Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganics, such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water 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 storm water runoff, and septic systems.
- Radioactive contaminants, which 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 U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water Board regulations also establish limits for contaminants in bottled water that provide the same protection for public 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 that 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 (1-800-426-4791).

2023 CITY OF HOLLISTER WATER SOURCES
Percent of total produced surface and ground water entering the City of Hollister Water System (1,067,819,737 gallons)



WATER SOURCES

During 2023, the City of Hollister obtained 42% of its potable drinking water from its five active deep groundwater wells located throughout the City and Cienega Valley, 11% from surface water, treated at the Lessalt Water Treatment Plant, 9% of groundwater from the Sunnyslope County Water District SSCWD) wells through a series of distribution system inter-ties, and 38% from the West Hills Water Treatment Plant.

HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

KEY WATER QUALITY TERMS

Following are definitions of key terms referring to standards and goals of water quality noted on the adjacent data table.

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 to monitor and control the odor, 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 risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

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.

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.

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

Secondary Drinking Water Standard (SDWS) - Secondary MCLs do not have PHGs or MCLGs because secondary MCLs are set to protect the aesthetics of water and PHGs and MCLGs are based on health concerns.

REVISED COLIFORM RULE LEVEL ONE ASSESSMENT

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

During the past year we were required to conduct one Level 1 assessment, and one Level 1 assessment was completed. In addition, we were required to take one corrective action and we completed one of these actions.

From the assessment the City took a number of operational steps to limit the need for future assessments including:

- additional training for laboratory technicans;
- a revised bacterological site sampling plan;
- new equipment for taking samples.

There were no public health concerns as a result of this assessment, and consumers can rest assured that their water is safe to use.

NITRATE INFORMATION

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a 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 ask advice from your health care provider.

2023 HOLLISTER DRINKING WATER QUALITY DATA

The table below lists all 2023 (January 1st - December 31st, 2023), unless noted otherwise, detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The State allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, are more than one year old.
***NOTE: The results for TTHM's and HAA5's are based on an LRAA**

DISTRIBUTION SYSTEM

PRIMARY REGULATED CONTAMINANTS	UNIT	MCL	PHG (MCLG)	RANGE	AVERAGE OR [MAX]	VIOLATION	MAJOR SOURCES OF CONTAMINANT
MICROBIOLOGICAL CONTAMINANTS							
Total Coliform Bacteria	-	1	0	(1)	1	NO	Naturally present in the environment
Fecal Coliform or E. coli	-	0	0	(0)	0	NO	Human and animal fecal waste
DISINFECTION BY-PRODUCTS							
TTHM	PPB	80	N/A	(11 - 99)	76*	YES	Byproduct of drinking water disinfection
HAA5	PPB	60	N/A	(2 - 18)	13*	NO	Byproduct of drinking water disinfection
Chlorine	PPM	4	N/A	(0 - 2.05)	1	NO	Drinking water disinfectant added for treatment

LEAD AND COPPER	UNITS	AL	PHG	No. of Sites	No. of Sites over AL	90th Percentile	MAJOR SOURCES OF CONTAMINANT
Copper (6-22-23)	PPM	1.3	0.17	31	0	0.002	Internal corrosion of household water plumbing systems
Lead (6-22-23)	PPM	15	N/A	31	0	0.0740	Internal corrosion of household water plumbing systems

SOURCE WATER

PRIMARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	PHG (MCLG)	MAJOR SOURCES OF CONTAMINANT
RADIOACTIVE CONTAMINANTS								
Gross Alpha	1.79 9/14/22	2.03 1/30/20	2.58 1/27/2022	1.67 1/30/20	pCi/L	15	0	Erosion of natural deposits
Radium 228	0.07 (ND - 0.22) 1/14/19	0.290 1/30/20	ND	0.052 1/30/20	pCi/L	5	0.019	Erosion of natural deposits
Radium 226	0.04 (ND - 0.12) 1/14/19	0.085 1/30/20	ND	0.204 1/30/20	pCi/L	5	0.019	Erosion of natural deposits
Uranium	3.55 (1.33 - 9) 12/5/07	1.16 (1.0 – 1.3) 9/26/2023	3.1 6/15/23	0.8 (ND – 1.4) 9/26/2023	pCi/L	20	0.43	Erosion of natural deposits
Strontium-90	N/A	N/A	0.09 (ND - 0.75) 4/6/11	N/A	pCi/L	8	0.35	Decay of natural and man-made deposits
INORGANIC CONTAMINANTS								
Aluminum	ND	ND	ND	120 2/22/23	PPM	1	0.6	Erosion of natural deposits
Arsenic	3.92 (2.4 - 5) 2/15/23	3.2 2/22/2023	1.5 (ND - 2.6) 2/14/2023	ND	PPB	10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Copper	26 (ND - 520) 10/4/23	N/A	N/A	N/A	PPB	1.3	0.3	Leaching from natural deposits
Chromium	8.2 (ND - 15) 2/15/23	ND	9.8 (ND - 16) 2/14/2023	ND	PPB	50	100	Discharge from steel and pulp mills and chrome plating;erosion of natural deposits
Nitrate as N	3.15 (0.92 - 7) 10/4/23	0.10 2/22/2023	2.56 (1.3 – 3.8) 9/7/2023	ND	PPM	10	10	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Selenium	ND	ND	3.58 (2.8 - 5.4) 2/14/2023	ND	PPB	50	30	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
Fluoride	0.33 (0.29 - 0.38) 2/15/23	0.10 2/22/2023	0.28 (0.22 - 0.37) 2/14/2023	0.13 2/22/2023	PPM	2	1	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories

SECONDARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	MAJOR SOURCES OF CONTAMINANT
INORGANIC CHEMICALS							
Iron	71.2 (ND - 1300) 10/4/23	150 (ND - 560) 12/21/2023	58 (ND - 150) 9/7/2023	572 (150 - 1700) 12/21/2023	PPB	300	Leaching from natural deposits; industrial wastes
Manganese	1.72 (ND - 43) 10/4/23	3 (ND- 12) 12/21/2023	ND	100 (ND - 150) 12/21/2023	PPB	50	Leaching from natural deposits

SOURCE WATER (CONT.)

SECONDARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	MAJOR SOURCES OF CONTAMINANT
GENERAL MINERAL AND PHYSICAL							
Chloride	77.1 (21 - 130) 10/4/23	100 2/22/2023	136 (110 - 180) 9/7/2023	100 2/22/2023	PPM	N/A	Runoff/leaching from natural deposits
Color	2.26 (ND - 30) 12/27/23	18 UW (5 - 30) 2/14/2023	3.0 (ND - 2) 2/14/2023	14 UW (5 - 35) 2/14/2023	UNITS	15	Naturally-occurring organic materials
Specific Conductance (EC)	905 (270 - 1500) 10/4/23	610 2/22/2023	1320 (1200-1400) 9/7/2023	620 2/22/2023	um-hos/cm	1600	Substances that form ions when in water;
Sulfate as SO4	141.1 (ND - 290) 10/4/23	43 2/22/2023	214 (200 - 250) 9/7/2023	45 2/22/2023	PPM	500	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	545 (140 - 970) 10/4/23	320 2/22/2023	804 (690-870) 9/7/2023	320 2/22/2023	PPM	1000	Runoff/leaching from natural deposits
Turbidity	0.42 (ND - 5.3) 12/27/23	0.46 UW 2/22/2023	0.31 (0.15-0.72) 2/23/2023	0.24 UW 2/22/2023	NTU	5	Soil runoff

ADDITIONAL WATER QUALITY INFORMATION

DETECTED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS
Bicarbonate Alkalinity as CaCO3	227.5 (32 - 400) 10/4/23	110 2/22/2023	312 (280 - 350) 9/7/2023	140 2/22/2023	PPM
Boron	446.8 (ND - 870) 10/4/23	ND	485 (970 - 1000) 1/9/20	ND	PPB
Calcium	51.41 (22 - 75) 12/27/23	ND	71 (60 - 78) 9/7/2023	ND	PPM
Hardness, Total	333.52 (96 - 571) 12/27/23	140 2/22/2023	430 (403 - 450) 9/7/2023	130 2/22/2023	PPM
Magnesium	49.78 (5.7 - 93) 12/27/23	11 2/22/2023	61 (56 - 73) 9/7/2023	18 2/22/2023	PPM
Odor	ND	N/A	N/A	N/A	TON
pH	7.52 (6.91 - 8.37) 12/27/23	8.6 2/22/2023	7.88 (7.8 - 7.99) 9/7/2023	7.1 2/22/2023	pH Units
Sodium	84.15 (20 - 140) 10/4/23	68 2/22/2023	134 (110 - 150) 9/7/2023	74 2/22/2023	PPM
Total Alkalinity as CaCO3	231.44 (32 - 400) 12/27/23	140 2/22/2023	311 (280-350) 9/7/2023	140 2/22/2023	PPM

TABLE KEY

AL - Action Limit

COH - City of Hollister

LRAA - Locational Running Annual Average

N/A - Not Applicable in this situation

ND - Not Detected

NTU - Nephelometric Turbidity Unit

pCi/L - Picocuries per liter (a measure of radioactivity)

PPB - Parts Per Billion

PPM - Parts Per Million

RAA - Running Annual Average

SSCWD - Sunnyslope County Water District

TW - Untreated Water

UW - Untreated Water

We Are Hiring!

Are you looking to make your community a better place, or looking for a challenging but rewarding work environment? The City of Hollister is currently hiring to fill several vacancies, and is offering competitive pay packages for new employees. Check out current openings, and apply, by heading to:

https://www.applitrack.com/hollister/onlineapp