2024 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.

LEAD INFORMATION
Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City of Hollister is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes.

You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact The City of Hollister Public Works Department, Environmental Programs Division at 831-636-4377 or Michael.Grzan@Hollister.ca.gov. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

SPILL RESPONSE AGENCIES

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

City of Hollister Community Services	**San Benito County Water District**
(831) 636-4370	(831) 637-8218
www.hollister.ca.gov	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 June 2022. 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 June 2022. 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 either:

City of Hollister
Public Works Department
1321 South St
Phone: 831-636-4377

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

CITY OF HOLLISTER WATER DEPARTMENT

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WATER OPERATOR I

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WATER OPERATOR I

MEILIN DELGADO
SENIOR SUPPORT SERVICES

Cassandra Orozco
MANAGEMENT ANALYST

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
2024 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:

https://hollister.ca.gov/government/departments/community_services/water.php#outer-31

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, 2024 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.

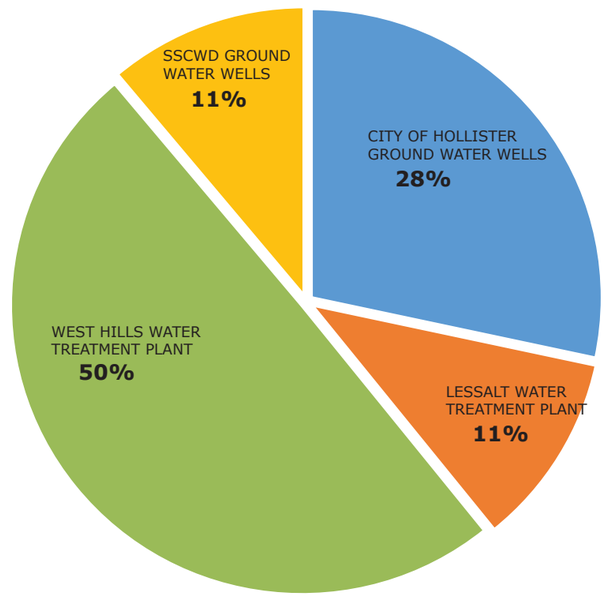
Contaminants that may be present in source water include:

- 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. 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.

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).

2024 CITY OF HOLLISTER WATER SOURCES
Percent of total produced surface and ground water entering the City of Hollister Water System (1,071,331,025 gallons)



WATER SOURCES

During 2024, the City of Hollister obtained 28% 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, 11% of groundwater from the Sunnyslope County Water District SSCWD) wells through a series of distribution system inter-ties, and 50% 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 TWO 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 2 assessment, and one Level 2 assessment was completed. In addition, we were required to take (14) corrective actions and we completed (14) of these actions.

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

- newly trained operational staff;
- fixed several areas in need of sealing, or new parts;
- a revised bacterological site sampling plan.

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

DISINFECTION BYPRODUCT RULE MONITORING PLAN VIOLATION

In 2024 the City of Hollister incorrectly took a sample at a location that was not on our approved Disinfection By-Product Monitoring Plan, as is required by law. In order to prevent a reoccurance of this the City of Hollister has retrained sampling operators and administrative staff in our approved Disinfection Byproduct Rule Monitoring Plan.

There were no public health concerns associated with this failure to sample correctly.

CHROMIUM, HEXAVALENT INFORMATION

Chromium (hexavalent) was detected at levels in (2) groundwater wells that exceed the chromium (hexavalent) MCL. While a water system of our size is not considered in violation of the chromium (hexavalent) MCL until after October 1, 2027, we are working to address this exceedance and comply with the MCL. Specifically, we are working with outside consultants and agencies within San Benito County to come up with a treatment plan that best fits City of Hollister water consumers.

LEAD SERVICE LINE INVENTORY

The City of Hollister conducted a lead service line inventory in 2024. The conclusion of the inventory determined that there were no lead service lines in the City of Hollister. The City utilized building records, County assessor information, and operators hands on data collection to determine this outcome. For further information please visit our lead inventory website:

https://hollister-lead-service-line-inventory-cosb.hub.arcgis.com/

2024 HOLLISTER DRINKING WATER QUALITY DATA

The table below lists all 2024 (January 1st - December 31st, 2024), 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	YES	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	(13 - 74)	63*	YES	Byproduct of drinking water disinfection
HAA5	PPB	60	N/A	(2 - 15)	13*	YES	Byproduct of drinking water disinfection
Chlorine	PPM	4	N/A	(0.1 - 2.18)	1.05	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 1/27/22	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	1.2 3/27/24	3.1 6/15/23	1.2 (1.2) 3/27/24	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								
Arsenic	3.92 (2.4 - 5) 2/15/23	ND	1.5 (ND - 2.6) 2/14/23	ND	PPB	10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Copper	ND	N/A	N/A	N/A	PPB	1.3	0.3	Leaching from natural deposits
Chromium	10.5 (ND - 16) 9/26/24	ND	9.8 (ND - 16) 2/14/23	ND	PPB	50	100	Discharge from steel and pulp mills and chrome plating;erosion of natural deposits
Chromium, Hexavalent	9.57 (.26 - 14) 9/26/24				PPB	10	10	Erosion of natural deposits; transformation of naturally occurring trivalent chromium to hexavalent chromium by natural processes and human activities such as discharges from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production and textile manufacturing facilities.
Nitrate as N	3.85 (2.8 - 4.9) 9/18/24	0.85 2/27/24	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) 2/14/23	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	ND	0.28 (0.22 - 0.37) 2/14/23	ND	PPM	2	1	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories

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
INORGANIC CHEMICALS							
Iron	10 (ND - 120) 9/18/24	83.2 6/12/24	ND	280 6/12/24	PPB	300	Leaching from natural deposits; industrial wastes
Manganese	ND	22.6 (ND - 110) 10/24/24	ND	26.3 (ND - 81) 6/5/24	PPB	50	Leaching from natural deposits
GENERAL MINERAL AND PHYSICAL							
Chloride	86.88 (22 - 120) 9/18/24	67 6/12/24	135 (114 - 177) 9/19/24	83 6/12/24	PPM	N/A	Runoff/leaching from natural deposits
Color	2.26 (ND - 30) 12/27/23	11.25 UW	2.6 (ND - 5) 9/19/24	10.71 UW	UNITS	15	Naturally-occurring organic materials
Specific Conductance (EC)	1073.75 (290 - 1400) 9/18/24	445 (430-460) 12/11/24	1367 (1300-1440) 9/19/24	560 (550-570) 12/11/24	um-hos/cm	1600	Substances that form ions when in water;
Sulfate as SO4	193.38 (22 - 260) 9/18/24	41 6/12/24	234 (216 - 258) 9/19/24	42 6/12/24	PPM	500	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	622.5 (120 - 850) 9/18/24	250 6/12/24	827 (814-844) 9/19/24	290 6/12/24	PPM	1000	Runoff/leaching from natural deposits
Turbidity	.56 (ND - 3) 9/18/24	2.4 UW 6/12/24	0.13 (0.1-0.15) 9/19/24	1.9 UW 6/12/24	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	262.75 (68 - 350) 9/18/24	79 6/12/24	324 (299 - 345) 9/19/24	110 6/12/24	PPM
Boron	566.25 (ND - 850) 9/18/24	ND	485 (970 - 1000) 1/9/20	ND	PPB
Calcium	55.08 (29 - 69) 9/18/24	22 6/12/24	63 (56 - 70) 9/19/24	26 6/12/24	PPM
Hardness, Total	374.75 (96 - 484) 9/18/24	110 9/12/24	420 (402 - 432) 9/12/24	130 6/12/24	PPM
Lithium	23.38 (14 - 29) 5/20/24	N/A	N/A	N/A	PPB
Magnesium	58.43 (5.4 - 80) 9/18/24	12 9/19/24	66 (60 - 70) 9/19/24	15 9/19/24	PPM
Odor	ND	N/A	N/A	N/A	TON
pH	7.66 (6.88 - 7.99) 9/18/24	8 6/12/24	8.06 (ND - 8.1) 9/19/24	7.9 6/12/24	pH Units
Sodium	94.5 (18 - 130) 9/18/24	49 6/12/24	130 (115 - 143) 9/19/24	57 6/12/24	PPM
Total Alkalinity as CaCO3	262.75 (68 - 350) 9/18/24	79 6/12/24	266 (245-283) 9/19/24	110 6/12/24	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