

Electronic Consumer Confidence Report (eCCR) Certification Form

(To be submitted with a copy of the CCR)

| | |
|----------------------|--|
| Water System Name: | San Francisco Water System |
| Water System Number: | 3810011 |

The water system named above hereby certifies that its Consumer Confidence Report (CCR) was posted on the [San Francisco Public Utilities Commission \(SFPUC\)](#) website on [June 10, 2022](#) and appropriate [postcard](#) notices of availability of the online CCR were mailed to customers on [June 30, 2022](#). Further, the system certifies that the information contained in the CCR is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

| | |
|--|--|
| Name: Andrew DeGraca, P.E. | Title: Water Quality Division Director |
| Signature: | Date: |
| Phone number: (650) 652-3102 | |

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: [SFPUC.org/WaterQualitySF](#)
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☒ Advertising the availability of the CCR in news media ([See attached a copy of press release](#))
 - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - ☐ Posted the CCR in public places (attach a list of locations)
 - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - ☐ Delivery to community organizations (attach a list of organizations)
 - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)

- ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized). [See attached list of social media outreach via Facebook, Twitter, NextDoor, Instagram and LinkedIn in June 2022.](#)
- ☐ Other (attach a list of other methods used)
- ☒ *For systems serving at least 100,000 persons:* Posted CCR on a publicly accessible internet site at the following URL: [SFPUC.org/WaterQualitySF](https://sfpu.org/WaterQualitySF)
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed ([See attached a copy of the mailed CCR notification](#)). URL: [SFPUC.org/WaterQualitySF](https://sfpu.org/WaterQualitySF)
- ☐ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www._____
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

[Postcards were sent to every residential and business address in the city of San Francisco, whether or not a customer of the San Francisco Water System to notify them of the availability of the CCR online through a single-click QR code and/or a short URL. The postcard also provides the information on how to obtain a hardcopy of the report, which was made available on our website prior to the time that the postcards were scheduled to arrive in local mailboxes.](#)

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulation

[WATER \(/ABOUT-US/NEWS/CATEGORY/WATER\)](#)

No One Does it Better: SFPUC's 2021 Water Quality Report



Joseph Sweiss (<mailto:jsweiss@sflower.org>)

June 28, 2022

NEWS RELEASE

Joseph Sweiss

(628) 231-9861

jsweiss@sflower.org (<mailto:jsweiss@sflower.org>)

FOR IMMEDIATE RELEASE

Tuesday, June 28, 2022

No One Does it Better: SFPUC's 2021 Water Quality Report

Rigorous daily monitoring and more than 240,000 water tests prove key to demonstrating commitment to outstanding water quality throughout the region.

SAN FRANCISCO – The San Francisco Public Utilities Commission

(<https://t.e2ma.net/click/fq7cke/7ztiwo0/j5h6qm>) (SFPUC) released its annual Water Quality Report this week detailing where the agency's high-quality water comes from, how it is treated, and its overall chemical composition, all of which meet or exceed state and federal standards. To ensure healthy and safe drinking water for its 2.7 million Bay Area customers, the SFPUC conducted more than 240,000 water tests regionally in 2021. These tests were done in addition to the rigorous treatment processes carried out daily by the SFPUC's certified operators.

"Year after year, we earn the trust of our customers by carefully and continuously testing water quality throughout our system," General Manager Dennis Herrera said. "Despite the ongoing drought, we continue to deliver efficient and reliable water service of the highest quality from source to tap."

The SFPUC provides drinking water to four Bay Area counties from a variety of protected and carefully managed sources. Those sources include:

- Surface water from the Tuolumne River in the Sierra Nevada, as well as creeks in Alameda and San Mateo counties.
- Groundwater supplies stored in a deep aquifer located in both San Francisco and San Mateo counties.

Because ongoing drought remains a critical concern for the entire state, the SFPUC's ability to draw water from multiple sources helps protect customers from potential disruptions in supply. Help from business and residents is also needed to reduce demand and thereby ensure sufficient water remains available for all needs.

This diverse mix of water sources provides resiliency against long-term water vulnerabilities, such as global climate change, regulatory changes and population growth.

To meet drinking water standards for consumption, the SFPUC's surface water sources undergo treatment before delivery to our customers. This includes water from Hetch Hetchy Reservoir, which is exempt from state and federal filtration requirements for its high quality, but still receives ultraviolet light and chlorine disinfection, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and other measures to continue providing safe and healthy drinking water.



The SFPUC’s lead and copper sampling studies add an additional layer of safety for customers. The SFPUC has also developed a voluntary, 5-year recurring monitoring program with local schools, including the San Francisco Unified School District, to detect any lead in the tap water. To date, nearly 200 public and private schools have been tested.

Additionally, as part of its voluntary water quality efforts, the agency conducts studies for man-made chemicals and other “Contaminants of Emerging Concern” such as Per- and polyfluoroalkyl substances (PFAS) and found that no PFAS were detected in SFPUC water sources.

The agency’s annual Water Quality Report shows the depth of the SFPUC’s commitment to providing water that meets or exceeds all quality standards. For more information about the SFPUC’s commitment to providing safe, reliable, and healthy drinking water, visit www.sfpuc.org/waterquality (<https://t.e2ma.net/click/fq7cke/7ztiwo0/zxi6qm>).

About the San Francisco Public Utilities Commission

The San Francisco Public Utilities Commission (SFPUC) is a department of the City and County of San Francisco. It delivers drinking water to 2.7 million people in the San Francisco Bay Area, collects and treats wastewater for the City and County of San Francisco, and meets over 70 percent of the electricity demand in San Francisco. Our mission is to provide our customers with high quality, efficient and reliable water, power, and sewer services in a manner that values environmental and community interests and sustains the resources entrusted to our care. Learn more at www.sfpuc.org (<https://t.e2ma.net/click/fq7cke/7ztiwo0/fqj6qm>).

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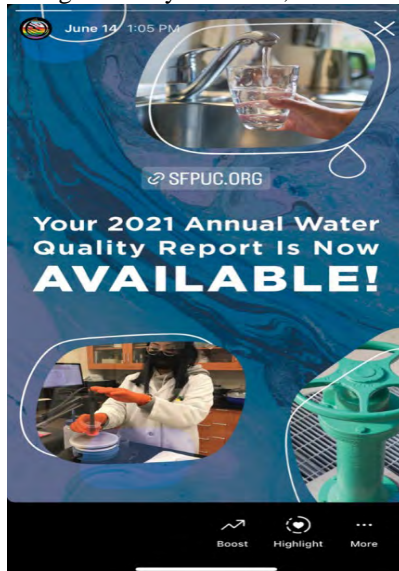
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Certification for 2021 eCCR San Francisco Water System

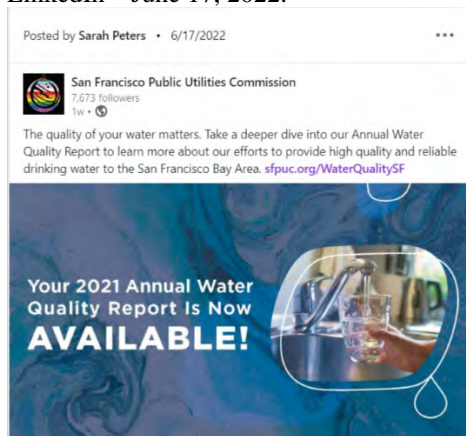
Nextdoor – June 14, 2022. Shared to 349k Nextdoor subscribers in San Francisco.



Instagram Story - June 14, 2022.



LinkedIn – June 17, 2022.



Certification for 2021 eCCR
San Francisco Water System

Twitter – June 14, 2022.



Facebook – June 14, 2022.



Twitter – June 17, 2022.



Facebook – June 26, 2022.



Twitter – June 24, 2022.



Facebook – June 28, 2022.





San Francisco
Water Power Sewer

Services of the San Francisco Public Utilities Commission

WE CONDUCTED MORE THAN

95,190

**DRINKING WATER
TESTS PER YEAR**

View Our 2021 Water Quality Report
at **sfpub.org/WaterQualitySF**

For a printed copy, call **(415) 551-4749**



This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

این اطلاعیه شامل اطلاعات مهمی را جمع به آب آشامیدنی است. اگر نمیتوانید این اطلاعات را به زبان انگلیسی بخوانید لطفاً از کسی که میتواند دیاری بگوید تا مطالب را برای شما به فارسی ترجمه کند.

Cé rapport contient des informations importantes concernant votre eau potable. Veuillez traduire, ou parlez avec quelqu'un qui peut le comprendre.

Этот отчет содержит важную информацию о вашей питьевой воды. Переведите его или поговорите с тем, кто это понимает.

此份水質報告, 內有重要資訊。請找他人為你翻譯和解說清楚。

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.

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。翻訳を御依頼なされるか、内容をご理解なさっておられる方にお尋ね下さい。

यह सूचना महत्वपूर्ण है । कृपा कारके किसी से :सका अनुवाद कराये ।

이 안내는 매우 중요합니다. 본인을 위해 번역인을 사용하십시오.

Vea nuestro Informe Anual de Calidad del Agua de 2021 en sfpuc.org/WaterQualitySF.

查閱2021年水質報告 sfpuc.org/WaterQualitySF

Tingnan ang aming ulat tungkol sa kalidad ng aming tubig para sa 2021 sfpuc.org/WaterQualitySF.



San Francisco
Water Power Sewer

Services of the San Francisco Public Utilities Commission

Customer Services

525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102

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San Francisco
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2021

ANNUAL WATER QUALITY REPORT

CITY OF SAN FRANCISCO

Our Tap Water

The San Francisco Public Utilities Commission (SFPUC) provides 2.7 million customers in cities and towns across the region with water so pure that it meets all federal and state standards. Through careful stewardship of both our natural resources and our infrastructure, every drop that arrives at your home or business is clean and of the highest quality. However, long-term climate change and recent years of reduced rainfall require all of us to rethink the way we use this precious resource.

In response to the three years of nearly statewide drought, in November 2021 the SFPUC declared a Water Shortage Emergency to help extend our water supplies. The SFPUC is asking all of our customers in San Francisco, San Mateo, Santa Clara, and Alameda counties to reduce their water use by cutting waste. Visit sfpuc.org/drought for ways you can help.

Understanding This Report

The SFPUC produces a Water Quality Report every year in order to provide specific information about where your water comes from, how we treat it, and its overall chemical composition. We do this not only to meet regulatory requirements but also to provide you with clear and important information about our drinking water operations and our public health protection efforts.

We are committed to providing high quality drinking water for all our customers. The SFPUC operates and maintains a water system that extends over a hundred miles across several counties to deliver potable water for consumption by millions of individuals. In addition to the system of reservoirs within San Francisco, the SFPUC also maintains a wider system of reservoirs and pipelines on the Peninsula, in the South Bay, and upcountry in the Yosemite Valley. It is our hope that this report will not only provide you with greater knowledge of your water, but also an increased confidence in the skills, talents, and efforts of our staff that ensure the highest quality water for every one of our customers.

We're proud of our water, and we need your help in conserving it. Throughout this report, you'll find facts and figures to help expand upon the basic information we're required to provide. We hope you enjoy getting to know a little more about who we are as an Agency and how you can help make a difference.

WAYS TO SAVE

FIX LEAKS RIGHT AWAY

A leaking faucet wastes hundreds of gallons of water a month. Fix leaks to save water and avoid bill increases.



Our Drinking Water Sources and Treatment

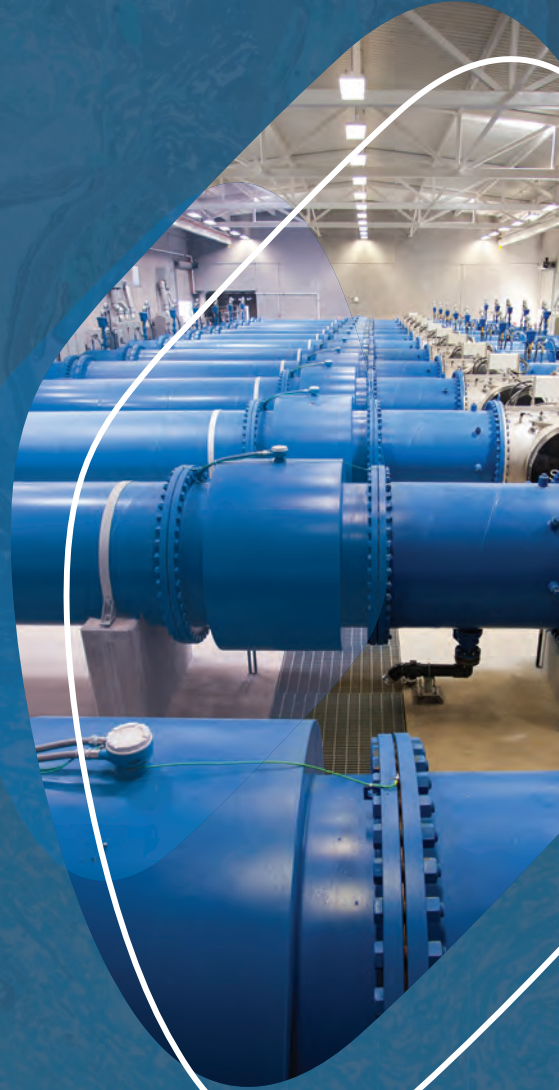
Most of our drinking water supply comes from the San Francisco Regional Water System (SFRWS), which is the wholesale system owned and operated by the SFPUC. The supply consists of surface water and groundwater that are well protected and carefully managed. These sources are diverse in both origin and location with the surface water stored in reservoirs located in the Sierra Nevada, Alameda County and San Mateo County, as well as groundwater stored in a deep aquifer located in the northern part of San Mateo County and the western side of San Francisco. Maintaining this variety of sources is an important component of the SFPUC's near- and long-term water supply management strategy. A diverse mix of sources protects us from potential disruptions due to emergencies or natural disasters, provides resiliency during periods of drought, and helps us ensure a long-term, sustainable water supply as we address issues such as climate uncertainty, regulatory changes, and population growth.

To meet drinking water standards for consumption, all surface water supplies including the upcountry non-Hetch Hetchy sources (UNHHS) undergo treatment by the SFRWS before it is delivered. Although the water from Hetch Hetchy Reservoir is exempt from state and federal filtration requirements, it receives the following treatment: 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. Water from local Bay Area reservoirs in Alameda County and UNHHS is delivered to Sunol Valley Water Treatment Plant (SVWTP); whereas water from local reservoirs in San Mateo County is delivered to Harry Tracy Water Treatment Plant (HTWTP). Water treatment at these plants consist of filtration, disinfection, fluoridation, optimum corrosion control, and taste and odor removal.

In 2021, no UNHHS water was used. However, a small amount of groundwater was added to our surface water supplies through blending in the transmission pipelines and Sunset Reservoir.

Protection of Watersheds

The SFPUC conducts watershed sanitary surveys for the Hetch Hetchy source annually and for non-Hetch Hetchy surface water sources every five years. The latest sanitary surveys for the non-Hetch Hetchy watersheds were completed in 2021 for the period of 2016-2020. All these surveys, together with SFRWS's stringent watershed protection management activities, were completed with support from partner agencies including National Park Service and US Forest Service. The purposes of the surveys are to evaluate the sanitary conditions and water quality of the watersheds and to review results of watershed management activities conducted in the preceding years. Wildfire, wildlife, livestock, and human activities continue to be the potential contamination sources. You may contact the San Francisco District office of the State Water Resources Control Board's Division of Drinking Water (SWRCB) at **510-620-3474** for more information.



Water Quality

We regularly collect and test water samples from reservoirs and designated sampling points throughout the systems to ensure the water delivered to you meets all federal and state drinking water standards. In 2021, we conducted more than **95,190** drinking water tests in the source, transmission, and distribution system. This is in addition to the extensive treatment process control monitoring performed by our certified operators and online instruments.

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. To ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the SWRCB 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.

WAYS TO SAVE

SHOWERS

Showers can use up to a gallon a minute, so shorter showers really save. Get a water-efficient showerhead before you lather, rinse, and repeat.



Fluoridation and Dental Fluorosis

Mandated by State law, water fluoridation is a widely accepted practice proven safe and effective for preventing and controlling tooth decay. Our fluoride target level in the water is 0.7 milligram per liter (mg/L, or part per million, ppm), which is consistent with the May 2015 State regulatory guidance on optimal fluoride level. Infants fed formula mixed with water containing fluoride at this level may still have a chance of developing tiny white lines or streaks in their teeth. These marks are referred to as mild to very mild fluorosis, and are often only visible under a microscope. Even in cases where the marks are visible, they do not pose any health risk. The Centers of Disease Control (CDC) considers it safe to use optimally fluoridated water for preparing infant formula. To lessen this chance of dental fluorosis, you may choose to use low-fluoride bottled water to prepare infant formula. Nevertheless, 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 if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB website waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html, the CDC website cdc.gov/fluoridation, or our website sfpu.org/tapwater.



Get Familiar With Our Watersheds

The system that delivers our water is made up of many different sources of water. We work hard to protect our water and water quality. Find out about each of our reservoirs, how much they contribute to the system and how you can visit them.

A watershed is a land area that collects and channels rainfall and snowmelt by gravity to creeks, streams, and rivers, and eventually to common outflow points such as reservoirs, bays, and the ocean.

CALAVERAS RESERVOIR



FUN FACT:

The largest of our East Bay reservoirs, Calaveras is located near a seismically active fault. The original dam was built in 1925, and was recently replaced along with several upgrades to improve our ability to better manage the watershed's biodiversity.

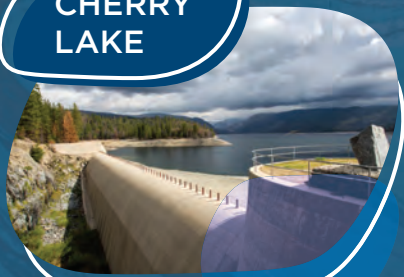
LAKE ELEANOR



FUN FACT:

Although the current lake was created by the damming of the Eleanor Creek in 1918, there was a smaller natural lake located at the same site, and bearing the same name. Today, visitors can take advantage of trails primarily used for moderate hikes as well as the campground.

CHERRY LAKE



FUN FACT:

Cherry Lake is a popular recreation spot for local and visitors alike. It provides emergency backup water supply to our system, and recreational boating is permitted on the water itself. This reservoir is maintained in partnership with US Forest Service.

PILARCITOS RESERVOIR



FUN FACT:

Construction of Pilarcitos Dam began in 1862, and was completed in 1866. It was raised in 1867 and 1874. The dam is an earth fill dam with a clay puddle core, and a height of 95 feet from foundation to crest. The reservoir has a capacity of just over 1 billion gallons. It serves as a key water supply for Half Moon Bay.

CRYSTAL SPRINGS RESERVOIR



FUN FACT:

Actually consisting of two reservoirs, Upper and Lower Crystal Springs together provide one of the most accessible watersheds to visit offering the opportunity to walk, hike, and even attend docent lead bike tours along nearby trails.

SAN ANDREAS RESERVOIR



FUN FACT:

As the name would suggest, the San Andreas fault runs through the reservoir, and the dam holding back the reservoir survived the 1906 earthquake. The 6-mile long Sawyer Camp Trail links San Andreas and Crystal Springs reservoirs.

HETCH HETCHY RESERVOIR



FUN FACT:

The name of our largest reservoir likely comes from the Miwok word, hatchhatchie, meaning "edible grasses." Miwok names are still used throughout the area, including the two waterfalls Tueeulala Fall, Wapama Fall, and Kolana Rock.

SAN ANTONIO RESERVOIR



FUN FACT:

Located near the town of Sunol in Alameda County, this reservoir was impounded in 1964 by Turner Dam, named after former General Manager of Hetch Hetchy, James H. Turner. Like Calaveras, it is closed to the public.

Special Health Needs

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

These people should seek advice about drinking water from their healthcare providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline **800-426-4791** or at [epa.gov/safewater](https://www.epa.gov/safewater).

Per-and Polyfluoroalkyl Substances (PFAS)

PFAS is a group of approximately 5,000 man-made, persistent chemicals used in a variety of industries and consumer products. In 2021, we conducted a second round of voluntary monitoring using a new analytical method adopted by the USEPA for some other PFAS contaminants. No PFAS were detected above the SWRCB's Consumer Confidence Report Detection Levels in our surface water and groundwater sources. For additional information about PFAS, you may visit SWRCB website waterboards.ca.gov/pfas, SFPUC website sfpub.org/tapwater, and/or USEPA website [epa.gov/pfas](https://www.epa.gov/pfas).

Contaminants and Regulations

Generally, the sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, 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. 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

More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline **800-426-4791**, or at [epa.gov/safewater](https://www.epa.gov/safewater).



WAYS TO SAVE

LAWNS AND GARDENS

Use water-wise principles when caring for lawns and gardens -- select climate appropriate plants, efficient irrigation and conservation-friendly design.

Drinking Water and Lead

Exposure to lead, if present, can cause serious health effects in all age groups, especially for pregnant women and young children. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have 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. There are no known lead service lines in our water distribution system. We are responsible for providing high quality drinking water and removing lead pipes, but we cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and by taking steps to reduce your family's risk. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your pipes for several minutes, such as running your tap, taking a shower, doing laundry or a load of dishes, before using water for drinking and cooking. You can also use a filter certified by an American National Standards Institute accredited certifier to remove lead from drinking water. If you are concerned about lead in your water you may wish to have your water tested, call 311 or access our website at sfpuc.org/leadtest to apply for lead testing analysis at a minimal fee. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

In addition to our water source protection efforts, we continue the following programs to minimize customer exposure to lead in water:

- Replace the remaining 0.33% of brass meters with lead-free automated water meters to the practicable extent
- Conduct annual monitoring for lead at the entry points to the SFRWS
- Offer in partnership with the San Francisco Department of Public Health free lead test vouchers for clients enrolled in the Women, Infants and Children program
- Offer low-cost water tests for lead for \$25 per tap

Lead User Service Line (LUSL)

In July 2020, the SFPUC submitted a 10-year lead component replacement schedule to the SWRCB and began replacing the estimated 1,578 galvanized steel services lines that may have lead whips. The schedule includes field inspection to confirm the unknown material service lines. If a galvanized service line is found or the unknown material cannot be verified, the service line is scheduled for replacement. The SFWS created a Lead Service Line Replacement Program with a customer lookup map, which is posted on SFPUC's website, sfpuc.org/lead. A customer can use the map to identify if the address has an unknown or galvanized service line.

In July 2021, the 10-year lead component replacement schedule was updated with the number of unknowns and galvanized services that remained to be inspected. New changes also reflected that customers in disadvantaged neighborhood areas would be distributed equitably in the monthly field inspection and replacement schedule. As of May 2022, there are 1,031 galvanized service lines confirmed and 2,904 field inspections to be done. We also began the preparation of material inventory for customer-side service line: 5207 field inspection were done and 406 service lines were determined as galvanized.

Between 2019 and 2021, staff conducted a pilot study evaluating the lead levels at residences in SFWS where LUSLs were subsequently replaced. A total of 36 participants volunteered for the study, of which the results indicated that lead levels in tap samples after LUSL replacement increased slightly and then dropped to levels lower than the Action Level. Some of these participants still have noticeable lead results in their first 1-liter samples, suggesting that the household plumbing is still a contributor to the lead detected in the tap water. These are consistent with industry findings. See sfpuc.org/lead for the SFWS report on "Impact of Lead Components on Household Lead Levels at the Tap", dated March 2022.



Lead and Copper Tap Sampling Results

We conducted our triennial Lead and Copper Rule (LCR) monitoring in 2021, when we sample from customer taps rather than our distribution system, and these sampling results are accessible at sfpuc.org/lead. The next round of LCR monitoring will be in 2024.

Lead Tests in Childcare Facilities and Public Schools

Presently we are working with San Francisco Unified School District to help develop a long-term, recurring lead monitoring program for the K-12 schools. We are also assisting the school district in completing lead sampling in childcare centers on public school campuses by late 2022.

State Revised Total Coliform Rule

This report reflects changes in drinking water regulatory requirements during 2021, in which the SWRCB adopted the California version of the federal Revised Total Coliform Rule. The revised rule, effective on July 1, 2021, maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbes (i.e., total coliform and *E. coli* bacteria). Greater public health protection is anticipated, as the revised rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

Carbon Tetrachloride Detection in Groundwater Source

In 2021, we detected carbon tetrachloride at levels above the California MCL in groundwater source at West Sunset Well (WSW). However, water from WSW was blended with treated surface water in Sunset Reservoir and the contaminant was not detected in the blend water that was served to the system. Upon confirmed detection, we have suspended the operation of WSW indefinitely.

WAYS TO SAVE

OUTDOORS

Landscaping with native plants attracts beneficial bugs and minimizes the need for chemicals.

sfpuc.org/savewater



Key Water Quality Terms

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

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 a 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.

Cryptosporidium is a parasitic microbe found in most surface water. We regularly test for this waterborne pathogen and found it at very low levels in source water and treated water in 2021. However, current test methods approved by the USEPA do not distinguish between dead organisms and those capable of causing disease. Ingestion of *Cryptosporidium* may produce symptoms of nausea, abdominal cramps, diarrhea, and associated headaches. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water.

Recycling a Precious Resource

Drinking water is precious – in both drought and downpour. Once it has been treated, wastewater from homes and businesses can have a second life when used for non-drinking purposes such as irrigation and filling lakes. Starting in late 2022, highly treated wastewater from our Oceanside Wastewater Treatment Plant will irrigate Golden Gate Park. This frees up more groundwater to add to our drinking water system, enough to serve 47,000 San Franciscans.

Already, almost 8 miles of dedicated pipelines have been constructed to bring recycled water from the newly constructed treatment facility to these sites. Construction has also begun on an underground recycled water reservoir, and above-ground recycled water pump station in Golden Gate Park that will pump recycled water to Lincoln Park and the Presidio.

Learn more about how we make the most out of every drop at sfpu.org.



San Francisco Water System - Water Quality Data for 2021

This report is a snapshot of last year's water quality. The tables below list detected contaminants in our drinking water in 2021 and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The SFRWS holds a SWRCB monitoring waiver for some contaminants in the surface water supply and therefore their monitoring frequencies are less than annual. Visit sfpu.org/waterquality for a list of all water quality parameters we monitored in raw water and treated water in 2021.

| 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 | 0.2 - 0.4 ⁽¹⁾ | [3.3] | Soil runoff |
| | NTU | 1 ⁽²⁾ | N/A | - | [0.4] | Soil runoff |
| Filtered Water from Sunol Valley Water Treatment Plant (SVWTP) | - | Min 95% of samples ≤0.3 NTU ⁽²⁾ | N/A | 99.8% - 100% | - | Soil runoff |
| | NTU | 1 ⁽²⁾ | N/A | - | [0.2] | Soil runoff |
| Filtered Water from Harry Tracy Water Treatment Plant (HTWTP) | - | Min 95% of samples ≤0.3 NTU ⁽²⁾ | N/A | 100% | - | Soil runoff |
| DISINFECTION BY-PRODUCTS AND PRECURSOR | | | | | | |
| Total Trihalomethanes | ppb | 80 | N/A | 9.4 - 4.7 | [36] ⁽³⁾ | By-product of drinking water disinfection |
| Five Haloacetic Acids | ppb | 60 | N/A | 5.1 - 42 | [28] ⁽³⁾ | By-product of drinking water disinfection |
| Bromate | ppb | 10 | 0.1 | ND - 1.9 | [2.1] ⁽⁴⁾ | By-product of drinking water disinfection |
| Total Organic Carbon ⁽⁵⁾ | ppm | TT | N/A | 1.2 - 2.2 | 1.8 | Various natural and man-made sources |
| MICROBIOLOGICAL | | | | | | |
| Total Coliform ⁽⁶⁾ | - | NoP ≤5.0% of monthly samples | (0) | - | [0.0%] | Naturally present in the environment |
| Fecal coliform and <i>E. coli</i> ⁽⁶⁾ | - | 0 Positive Sample | (0) | - | [0] | Human or animal fecal waste |
| <i>Giardia lamblia</i> | cyst/L | TT | (0) | 0 - 0.04 | 0.01 | Naturally present in the environment |
| INORGANICS | | | | | | |
| Fluoride (source water) ⁽⁷⁾ | ppm | 2.0 | 1 | ND - 0.8 | 0.4 ⁽⁸⁾ | Erosion of natural deposits; water additive to promote strong teeth |
| Chloramine (as chlorine) | ppm | MRDL = 4.0 | MRDLG = 4 | <0.1 - 3.8 | [2.6] ⁽⁴⁾ | Drinking water disinfectant added for treatment |
| CONSTITUENTS WITH SECONDARY STANDARDS | UNIT | SMCL | PHG | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| Chloride | ppm | 500 | N/A | <3 - 11 | 6.7 | Runoff / leaching from natural deposits |
| Specific Conductance | µS/cm | 1600 | N/A | 34 - 217 | 135 | Substances that form ions when in water |
| Sulfate | ppm | 500 | N/A | 1.1 - 29 | 13 | Runoff / leaching from natural deposits |
| Total Dissolved Solids | ppm | 1000 | N/A | <20 - 96 | 52 | Runoff / leaching from natural deposits |
| Turbidity | NTU | 5 | N/A | ND - 0.2 | ND | Soil runoff |
| LEAD AND COPPER ⁽⁹⁾ | UNIT | AL | PHG | RANGE | 90 TH PERCENTILE | TYPICAL SOURCES IN DRINKING WATER |
| Copper | ppb | 1300 | 300 | ND - 383 | 60 | Internal corrosion of household water plumbing systems |
| Lead | ppb | 15 | 0.2 | ND - 190 | 7.1 | Internal corrosion of household water plumbing systems |
| NON-REGULATED WATER QUALITY PARAMETERS | UNIT | ORL | RANGE | AVERAGE | KEY | |
| Alkalinity (as CaCO3) | ppm | N/A | 4.5 - 79 | 37 | < / ≤ = less than / less than or equal to AL = Action Level Max = Maximum Min = Minimum N/A = Not Available ND = Non-Detect NL = Notification Level NoP = Number of Coliform-Positive Sample NTU = Nephelometric Turbidity Unit ORL = Other Regulatory Level ppb = part per billion ppm = part per million µS/cm = microSiemens/centimeter | |
| Boron | ppb | 1000 (NL) | ND - 123 | ND | | |
| Calcium (as Ca) | ppm | N/A | 3 - 17 | 9.5 | | |
| Chlorate ⁽¹⁰⁾ | ppb | 800 (NL) | 28 - 420 | 162 | | |
| Hardness (as CaCO3) | ppm | N/A | 7.7 - 60 | 34 | | |
| Magnesium | ppm | N/A | <0.2 - 5.5 | 2.9 | | |
| pH | - | N/A | 7.9 - 9.7 | 9.2 | | |
| Phosphate (ortho) | ppm | N/A | <0.3 - 0.3 | <0.3 | | |
| Potassium | ppm | N/A | 0.4 - 1.1 | 0.7 | | |
| Silica | ppm | N/A | 3 - 5.9 | 4.8 | | |
| Sodium | ppm | N/A | 3.1 - 17 | 12 | | |
| Strontium | ppb | N/A | 14 - 181 | 83 | | |

FOOTNOTES ON SAN FRANCISCO WATER SYSTEM - WATER QUALITY DATA:

(1) These are monthly average turbidity values measured every 4 hours daily. (2) This is a TT requirement for filtration systems. (3) This is the highest locational running annual average value. (4) This is the highest running annual average value. (5) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the SVWTP only. (6) The MCL was changed to *E. coli* based starting on July 1, 2021 after the SWRCB adopted the Revised Total Coliform Rule. (7) The SWRCB recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2021, the range and average of the fluoride levels were 0.6 ppm - 0.9 ppm and 0.7 ppm, respectively. (8) Natural fluoride in the Hetch Hetchy source was ND. Elevated fluoride levels in the raw water at the SVWTP and HTWTP were attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs. (9) The most recent Lead and Copper Rule monitoring from consumer taps was in August 2021. Three of the 72 site samples collected at consumer taps had lead concentrations above the AL. (10) The detected chlorate in the treated water is a degradation product of sodium hypochlorite, which the SFRWS uses for water disinfection.

Note: The different water sources blended at different ratios throughout the year have resulted in varying water quality. Additional water quality data may be obtained by calling our Water Quality Division toll-free number at 877-737-8297.

San Francisco Local Groundwater - Water Quality Data for Year 2021

| Treated Water (Sunset Reservoir) | DETECTED CONTAMINANTS | UNIT | MCL | PHG OR (MCLG) | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
|--|--|-------|-------------------------|---------------|----------------------|---------|--|
| | INORGANICS | | | | | | |
| | Chromium (VI) | ppb | N/A ⁽¹⁾ | 0.02 | ND - 1 | ND | Leaching from natural deposits; waste discharges from electroplating |
| | Nitrate (as nitrogen) | ppm | 10 | 10 | ND - 0.4 | ND | Landscape fertilizers and leaked wastewater |
| | Fluoride | ppm | 2.0 (Natural-Source) | 1 | 0.6 - 0.8 | 0.7 | Erosion of natural deposits; water additive to promote strong teeth |
| | CONSTITUENTS WITH SECONDARY STANDARDS | UNIT | SMCL | PHG | RANGE OR LEVEL FOUND | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| | Chloride | ppm | 500 | N/A | 4.5 - 14 | 7.2 | Runoff / leaching from natural deposits |
| | Specific Conductance | µS/cm | 1600 | N/A | 59 - 221 | 95 | Substances that form ions when in water |
| | Sulfate | ppm | 500 | N/A | 4.3 | 4.3 | Runoff / leaching from natural deposits |
| | Total Dissolved Solids | ppm | 1000 | N/A | 41 | 41 | Runoff / leaching from natural deposits |
| | Turbidity | NTU | 5 | N/A | ND - 0.4 | 0.2 | Soil runoff |
| Raw Water (San Francisco Local Groundwater Wells) | DETECTED CONTAMINANTS | UNIT | MCL | PHG OR (MCLG) | RANGE | AVERAGE | TYPICAL SOURCES IN DRINKING WATER |
| | INORGANICS ⁽²⁾ | | | | | | |
| | Chromium (VI) | ppb | N/A ⁽¹⁾ | 0.02 | 6.7 - 23 | 15 | Leaching from natural deposits; waste discharges from electroplating |
| | Chromium | ppb | 50 | (100) | ND - 23 | 11 | Erosion of natural deposits; discharge from electroplating |
| | Nitrate (as nitrogen) | ppm | 10 | 10 | 3.1 - 8.2 | 5.7 | Landscape fertilizers and leaked wastewater |
| | VOLATILE ORGANICS | | | | | | |
| | Carbon tetrachloride ⁽³⁾ | ppb | 0.5 | 0.1 | 0.6 - 0.9 | 0.7 | Discharge from chemical plants and other industrial activities |
| | Tetrachloroethylene ⁽⁴⁾ | ppb | 5 | 0.06 | 1.8 - 2.2 | 2 | Discharge from factories, dry cleaners, and auto shops (metal degreaser) |
| | NON-REGULATED WATER QUALITY PARAMETERS | UNIT | ORL | | RANGE | AVERAGE | |
| | pH | - | N/A | | 7.6 - 8.4 | 7.9 | |
| | Strontium | ppb | N/A | | 127 - 185 | 156 | |

FOOTNOTES ON SAN FRANCISCO LOCAL GROUNDWATER - WATER QUALITY DATA:

(1) Chromium (VI) is currently regulated by the SWRCB under a MCL of 50 ppb for total chromium. (2) These contaminants are detectable in the raw groundwater. Blending of groundwater with surface water has been approved by SWRCB as treatment for these contaminants. In 2021, only two wells (Lake Merced Well and West Sunset Well) delivered groundwater to the distribution system intermittently. (3) This contaminant was detected at South Sunset Well and West Sunset Well but not in the blend water at Sunset Reservoir. South Sunset Well was not in operation in 2021. (4) Tetrachloroethylene was detected at Golden Gate Central Well, which supplied to Golden Gate Park throughout 2021 for irrigation only.

P.O. Box 7369
San Francisco, CA 94120-7369

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**Water quality policies are
decided at SFPUC Commission
hearings, held the 2nd and
4th Tuesdays of each month
at 1:30 pm in San Francisco
City Hall, Room 400.**



Anson Moran, PRESIDENT

Newsha K. Ajami, VICE PRESIDENT

Sophie Maxwell, COMMISSIONER

Tim Paulson, COMMISSIONER

This report contains important information about our drinking water. Please contact SFPUC Communications at **628-215-0940** or email jstreeter@sfwater.org for assistance.

Este informe contiene información muy importante sobre su agua potable. Favor de comunicarse con JP Streeter en tel **628-215-0940** o jstreeter@sfwater.org para asistencia.

此報告有重要飲水資訊。需要協助，請聯絡三藩市水利局公關部，電話：628-215-0940或電郵 jstreeter@sfwater.org。

San Francisco Public Utilities Commission

Every day we deliver high-quality drinking water to 2.7 million people in San Francisco, Alameda, Santa Clara and San Mateo counties. We generate clean, reliable hydroelectricity that powers 100% of San Francisco's vital services, including police and fire stations, street lights, Muni, SF General Hospital and more.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

این اطلاعیه شامل اطلاعات مهمی راجع به آب آشامیدنی است. اگر نمیتوانید این اطلاعات را به زبان انگلیسی بخوانید لطفاً از کسی که میتواند برای شما ترجمه کند، بخواهید.

Cé rapport contient des information importantes concernant votre eau potable. Veuillez traduire, ou parlez avec quelqu'un qui peut le comprendre.

Этот отчет содержит важную информацию о вашей питьевой воды. Переведите его или поговорите с тем, кто это понимает.

此份水質報告，內有重要資訊。請找他人為你翻譯和解說清楚。

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.

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。翻訳を御依頼なされるか、内容をご理解なさっておられる方にお尋ね下さい。

यह सूचना महत्वपूर्ण है । कृपा करके किसी से सहा अनुवाद करायें ।

이 안내는 매우 중요합니다. 본인을 위해 번역인을 사용하십시오.