



JUNE 2021

WATER QUALITY REPORT

Menlo Park Municipal Water

To request a paper copy of this report, please call 650-330-6750 or email water@menlopark.org





Our Drinking Water

MENLO PARK MUNICIPAL WATER

In 2020, Menlo Park Municipal Water supplied an average of 2.93 million gallons of water per day to more than 19,000 residents within two service areas; the upper zone and the lower zone (see Figure 1). The upper zone is located near Interstate 280 and includes the Sharon Heights area, and the lower zone is located east of El Camino Real. Other water providers within the City of Menlo Park are the California Water Service Bear Gulch District, O'Connor Tract Cooperative Water Company, and Palo Alto Park Mutual Water Company.

Menlo Park Municipal Water is committed to providing its customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Each year, Menlo Park Municipal Water provides a summary of the water quality sampling results and other information through an annual water quality Consumer Confidence Report. This Report was prepared in accordance with the Federal Safe Drinking Water Act and the California State Water Resources Control Board's Division of Drinking Water (SWRCB-DDW) requirements. In 2020, Menlo Park Municipal Water collected and tested more than 300 water quality samples to ensure that the water we provide to our customers meets State and Federal standards.

OUR DRINKING WATER SOURCES AND TREATMENT

Supplied by the San Francisco Regional Water System (SFRWS), which is owned and operated by the San Francisco Public Utilities Commission (SFPUC), our major water source originates from spring Yosemite National Park snowmelt flowing down the Tuolumne River to storage in Hetch Hetchy Reservoir. The well-protected Sierra water source is exempt from federal and State's filtration requirements. To meet the appropriate drinking water standards for consumption, water from Hetch Hetchy Reservoir receives treatment consisting of ultraviolet light and chlorine disinfection, 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 San Mateo County is delivered to Sunol Valley Water Treatment Plant (SVWTP) and Harry Tracy Water Treatment Plant (HTWTP), respectively, and is treated by filtration, disinfection, fluoridation, optimum corrosion control and taste and odor removal processes. In 2020, a small amount of groundwater from five of the eight recently completed wells was intermittently added to the SFRWS's surface water supply.

FIGURE 1 - MENLO PARK MUNICIPAL WATER SERVICE AREA

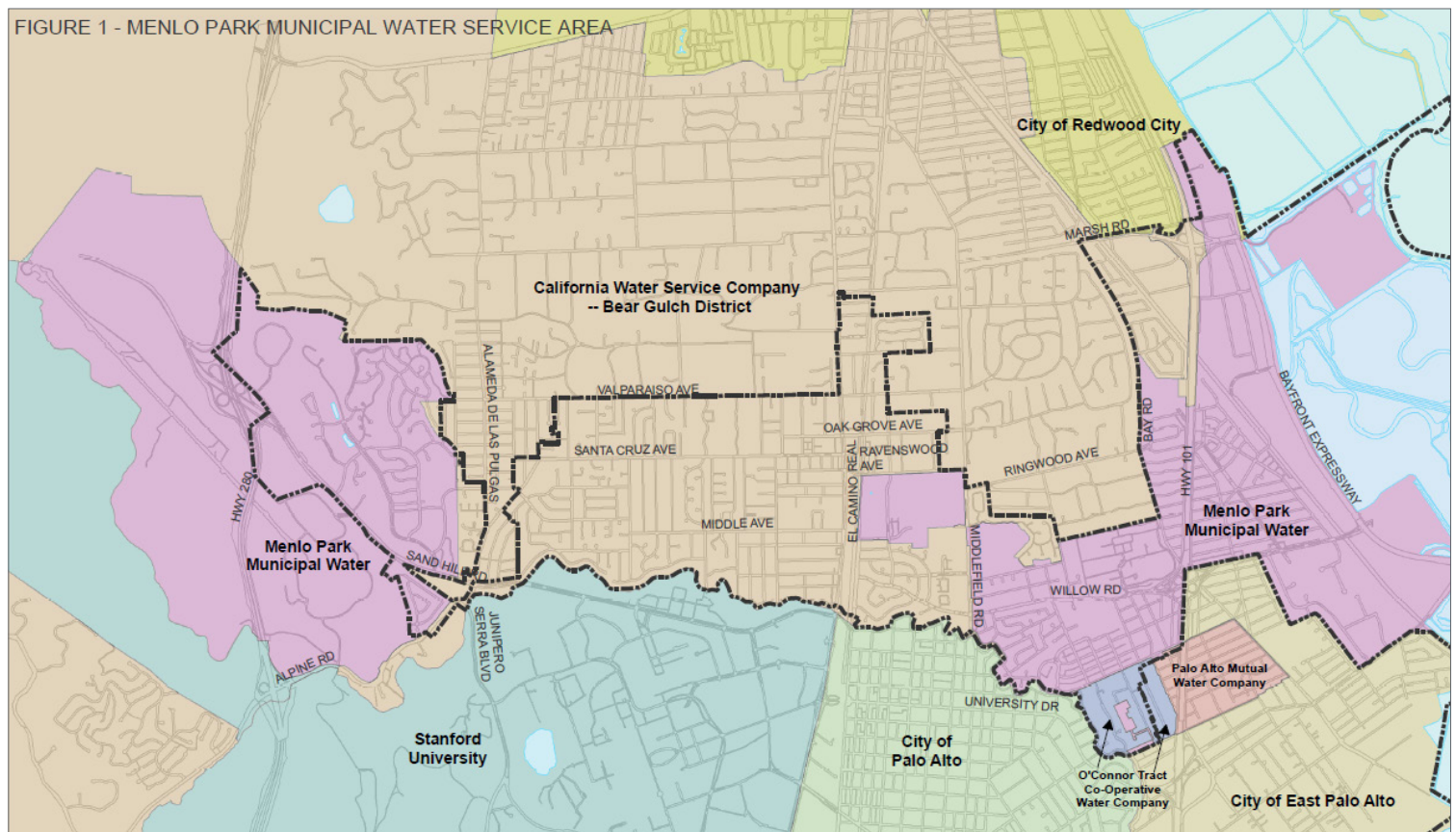
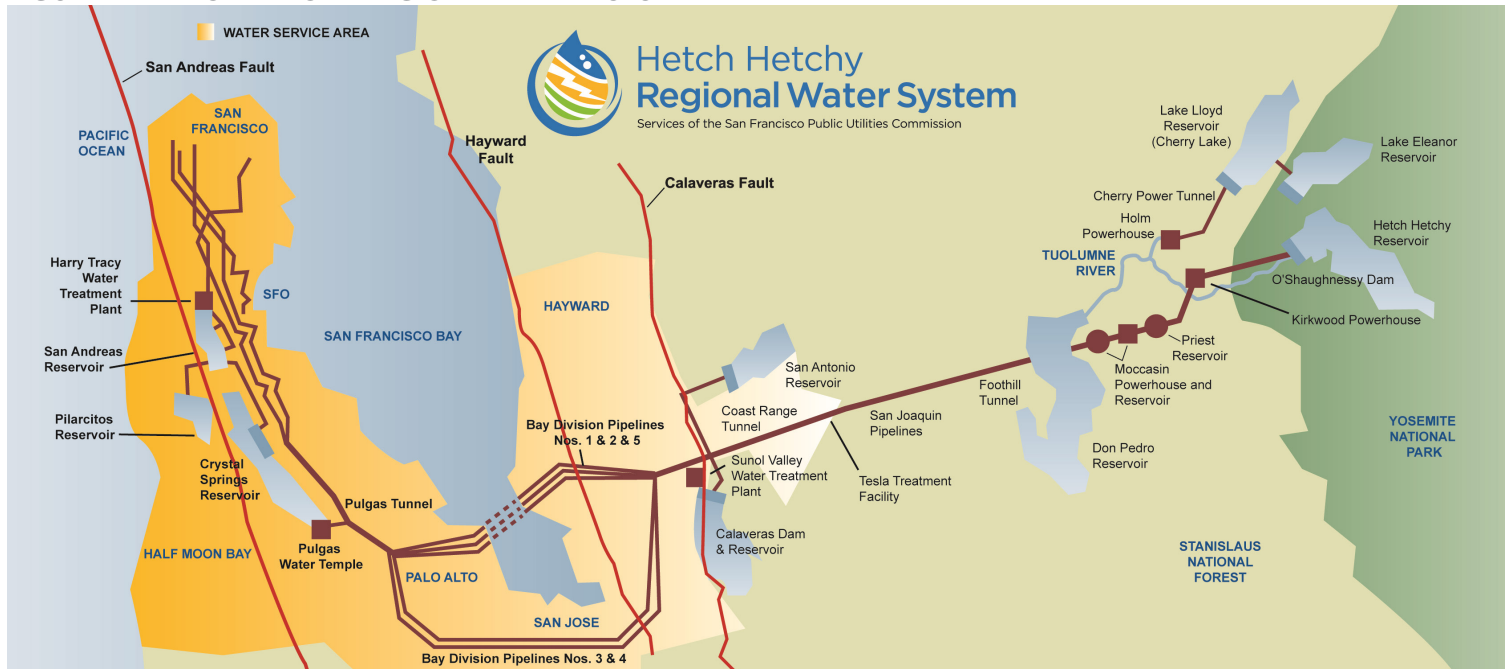


FIGURE 2 - HETCH HETCHY REGIONAL WATER SYSTEM



WATERSHEDS PROTECTION

SFRWS 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 of these surveys together with our 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. Wildlife, stock, and human activities continue to be the potential contamination sources. You may contact the SWRCB-DDW at 510-620-3474 for the review of these reports.

WATER QUALITY

SFRWS regularly collects and tests water samples from reservoirs and designated sampling points throughout the sources and the transmission system to ensure the water delivered to you meets or exceeds federal and State drinking water standards. In 2020, SFRWS conducted more than 47,200 drinking water tests in the sources and the transmission system. This is in addition to the extensive treatment process control monitoring performed by SFRWS's 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. In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The

U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

FLUORIDATION AND DENTAL FLUOROSIS

Mandated by State law, water fluoridation is a widely accepted practice proven to be safe and effective for preventing and controlling tooth decay. The fluoride target level in the water is 0.7 milligram per liter (mg/L, or part per million, ppm), 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 SWRCB-DDW if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB-DDW website waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation, or the CDC website cdc.gov/fluoridation.



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 at 800-426-4791, or at [epa.gov/safewater](https://www.epa.gov/safewater).

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, 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 at 800-426-4791 or at [epa.gov/safewater](https://www.epa.gov/safewater).

MONITORING OF PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)

PFAS is a group of approximately 5,000 man-made chemicals used in a variety of industries and consumer products. These chemicals are very persistent in the environment and human body. SFRWS conducted a special round of PFAS monitoring of its surface water sources and transmission system in 2019 and five groundwater wells in September 2020. The monitoring effort was entirely proactive and voluntary with the objective to identify if SFRWS's water supplies are impacted by PFAS. Using the State's stringent sampling procedures and based on the approved/certified method of analysis for 18 PFAS contaminants, SFRWS confirmed no PFAS was detected in its water sources and transmission system. Considering USEPA's recent development of a newer method of analysis for additional PFAS contaminants, SFRWS intends to conduct another round of monitoring when the new analytical method is available at its contract laboratory. For additional information about PFAS, visit SWRCB-DDW website waterboards.ca.gov/pfas and/or USEPA website [epa.gov/pfas](https://www.epa.gov/pfas).

MONITORED CONTAMINANTS WITHOUT A PRIMARY MCL

Every five years, the USEPA issues a new list of up to 30 unregulated contaminants to be monitored by public water systems. Unregulated Contaminant Monitoring Rule 4 (UCMR4) monitoring must occur between 2018-2020 and includes cyanotoxins, metals, pesticides, brominated haloacetic acid [HAA] disinfection byproducts, alcohols, and semivolatile organic chemicals. Menlo Park Municipal Water completed the last of three monitoring requirements during summer 2020 and no contaminants were detected. For additional information about UCMR4, visit USEPA website [epa.gov/dwucmr](https://www.epa.gov/dwucmr).

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. We completed an inventory of lead user service lines (LUSL) in our system and there are no known pipelines and connectors between water mains and meters made of lead. Our policy is to remove and replace any LUSL promptly if it is discovered during pipeline repair and/or maintenance. 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 taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified to remove lead from drinking water. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [epa.gov/safewater/lead](https://www.epa.gov/safewater/lead).

LEAD AND COPPER TAP SAMPLING

Every three years, Menlo Park Municipal Water must take at least 30 lead and copper samples in order to meet the California Lead and Copper Rule. In August 2018, 32 residential water customers who met very specific requirements, volunteered and took samples from their household taps. The 90th percentile results were below the lead and copper action levels. The next sampling is scheduled for summer 2021.

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: A parasitic microbe found in most surface water. SFRWS regularly tests for this waterborne pathogen and found it at very low levels in source water and treated water in 2020. 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.

Menlo Park Municipal Water

Water Quality Data 2020⁽¹⁾

The table below lists all 2020 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. SFPUC holds a SWRCB-DDW monitoring waiver for some contaminants in its surface water supply and therefore the associated monitoring frequencies are less than annual.

DETECTED CONTAMINANTS	UNIT	MCL	PHG OR (MCLG)	RANGE OR LEVEL FOUND	"AVERAGE OR [MAX]"	MAJOR SOURCES IN DRINKING WATER
TURBIDITY						
Unfiltered Hetch Hetchy water	NTU	5	N/A	0.2 - 0.5 ⁽²⁾	[1.3]	Soil runoff
Filtered water from Sunol Valley Water Treatment Plant (SVWTP)	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 99.8% - 100%	[0.4] -	Soil runoff Soil runoff
Filtered water from Harry Tracy Water Treatment Plant (HTWTP)	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 100%	[0.1] -	Soil runoff Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total trihalomethanes	ppb	80	N/A	28.2 - 49.6	[47.6] ⁽⁴⁾	Byproduct of drinking water disinfection
Haloacetic acids	ppb	60	N/A	15.0 - 31.0	[33.5] ⁽⁴⁾	Byproduct of drinking water disinfection
Total organic carbon ⁽⁵⁾	ppm	TT	N/A	1.7 - 3.4	2.9	Various natural and man-made sources
MICROBIOLOGICAL						
Total coliform	-	> 1 sample per month is total coliform positive	(0)	-	[1] ⁽⁶⁾	Naturally present in the environment
<i>Giardia lamblia</i>	cyst/L	TT	(0)	0 - 0.05	0.01	Naturally present in the environment
INORGANICS						
Fluoride (source water) ⁽⁷⁾	ppm	2.0	1	ND - 0.7	0.3 ⁽⁸⁾	Erosion of natural deposits; water additive to promote strong teeth
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	2.3 - 3.0	[2.8] ⁽⁹⁾	Drinking water disinfectant added for treatment
CONSTITUENTS WITH SECONDARY STANDARDS						
Chloride	ppm	500	N/A	< 3 - 15	8.7	Runoff / leaching from natural deposits
Specific conductance	µS/cm	1600	N/A	32 - 260	160	Substances that form ions when in water
Sulfate	ppm	500	N/A	1 - 34	17	Runoff / leaching from natural deposits
Total dissolved solids	ppm	1000	N/A	< 20 - 137	72	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	ND - 0.2	ND	Soil runoff

LEAD AND COPPER	UNIT	AL	PHG	RANGE	90TH PERCENTILE	MAJOR SOURCES IN DRINKING WATER
Copper	ppb	1300	300	ND - 73 ⁽¹⁰⁾	36.8	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	ND - 9 ⁽¹¹⁾	2.96	Internal corrosion of household water plumbing systems

OTHER WATER QUALITY PARAMETERS	UNIT	ORL	RANGE	AVERAGE
Alkalinity (as CaCO ₃)	ppm	N/A	6.7 - 138	55
Calcium (as Ca)	ppm	N/A	2.9 - 22	12
Chlorate ⁽¹²⁾	ppb	800 (NL)	67 - 480	240
Hardness (as CaCO ₃)	ppm	N/A	8.0 - 79	45
Magnesium	ppm	N/A	0.2 - 6.8	4.0
pH	-	N/A	8.6 - 9.8	9.3
Potassium	ppm	N/A	0.3 - 1.3	0.8
Silica	ppm	N/A	2.8 - 7	4.8
Sodium	ppm	N/A	2.4 - 22	14
Strontium	ppb	N/A	14 - 242	110

KEY	
> / ≤	= Greater than / less than or equal to
AL	= Action level
Max	= Maximum
Min	= Minimum
N/A	= Not available
ND	= Non-detectable
NL	= Notification level
NoP	= Number of coliform-positive samples
NTU	= Nephelometric turbidity unit
ORL	= Other regulatory level
pCi/L	= Picocurie per liter
ppb	= Parts per billion
ppm	= Parts per million
µS/cm	= microSiemens/centimeter

FOOTNOTES:

- (1) All results met State and Federal drinking water health standards.
- (2) These are monthly average turbidity values measured every four (4) hours daily.
- (3) There is no turbidity MCL for filtered water. The limits are based on the TT requirements for filtration systems.
- (4) This is the highest locational 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) For systems collecting <40 samples per month, report the highest number of positive samples collected in any one month.
- (7) The SWRCB recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2020, 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 raw water for the SVWTP and HTWTP were attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs.
- (9) This is the highest running annual average value.
- (10) The most recent Lead and Copper Rule monitoring was in 2018. Zero of 32 site samples collected at consumer taps had copper concentrations above the AL.
- (11) The most recent Lead and Copper Rule monitoring was in 2018. Zero of 32 site samples collected at consumer taps had lead concentrations above the AL.
- (12) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFRWS for water disinfection.

NOTE: Additional water quality data may be obtained by calling the City of Menlo Park at 650-330-6750.

Cross Connection Control Program



ANNUAL TESTING OF BACKFLOW PREVENTION ASSEMBLIES HELPS PROTECT OUR WATER SUPPLY

San Mateo County Environmental Health Services manages Menlo Park Municipal Water's Cross Connection Control Program. This program protects the City's drinking water system from contamination caused by backflow by ensuring that backflow prevention assemblies are tested annually. The County's services include notifications, record keeping, tester certification, and site surveys for cross-connection compliance.

WHAT IS A CROSS-CONNECTION?

A cross connection is an actual or potential connection between a public or consumer's drinking water system and a non-potable source of water or other fluid. For example, the connections between the drinking water distribution system and irrigation or lawn sprinkler systems, hose bibs or fire sprinkler systems.

WHAT IS A BACKFLOW PREVENTION ASSEMBLY?

Backflow is the undesirable reversal of flow of non-potable water, gases or substances into the potable water distribution system through a cross-connection. A backflow prevention assembly is a mechanical device that prevents water from flowing backward.

These are testable assemblies that prevent non-potable water from flowing back (backflow) into the potable water supply. This protects the potable water supply from actual or potential contamination.

WHO IS REQUIRED TO HAVE A BACKFLOW PREVENTION ASSEMBLY?

Cross connection control through backflow prevention is required in a variety of applications. Irrigation water meters, multifamily housing, as well as all commercial and industrial properties are required to have backflow prevention assemblies. Single family residences generally do not have and are not required to have a backflow prevention assembly.

WHERE IS THE BACKFLOW PREVENTION ASSEMBLY LOCATED ON MY PROPERTY?

Backflow prevention assemblies are often located directly behind the water service meter. This type of installation is considered water meter protection and is designed to prevent backflow to the public drinking water supply. Backflow prevention assemblies may also be located on the premises of the water user, installed above any downstream use that could pollute or contaminate the water user's internal potable water system. An example of this is if the water user has a landscape irrigation system on the property.

HOW CAN I HELP PREVENT BACKFLOW?

Prevent backflow by ensuring your backflow prevention assembly is tested by a County-certified Backflow Prevention Tester annually. The County mails notifications as a reminder to have your backflow prevention assembly tested each year. If you have a backflow prevention assembly that has never been tested or if you think your property is missing a backflow device, notify the County and Menlo Park Municipal Water immediately.

The County may also mail a cross connection control survey. This survey determines where cross connections may exist between the approved domestic water supply and sources of contamination where backflow can occur.

Although single family residences are not required to have a backflow prevention assembly, you can help prevent backflow contamination by:

- Not leaving hoses attached or submerged in unsafe water such as fertilizer or cleaning solution
- Confirming that anti-siphon type irrigation valves are properly installed on irrigation valves
- Installing a hose bib vacuum breaker.
 - Note: a majority of new homes are already equipped with anti-siphon vacuum breakers. These can be purchased at local hardware stores if your home does not have these already. Installation only takes a few minutes.

For additional information, visit San Mateo County Health's Cross Connection Control Program website at smchealth.org/crossconnection.

Water Rebates and Programs

ANOTHER DRY YEAR... REDUCE OUTDOOR WATER USE AND CONSERVE WATER

We encourage wise water use and ask water customers to remain vigilant, particularly around outdoor water use. Ways to reduce water use include routinely cutting irrigation time and reducing frequency of irrigation days, fixing leaks, and addressing irrigation problems like overspray. The following regulations are still in effect for Menlo Park Municipal Water customers.

1. Hoses must be equipped with a shut-off valve for washing vehicles, sidewalks, walkways, or buildings
2. Broken or defective plumbing and irrigation systems must be repaired or replaced within a reasonable period
3. Recreational water features shall be covered when not in use
4. Ornamental fountains shall use only re-circulated or recycled water
5. Single-pass cooling systems on new construction shall not be allowed
6. Potable water shall not be applied in any manner to any driveway, sidewalk, or other hard surface except when necessary to address immediate health or safety concerns
7. Potable water shall not be used to water outdoor landscapes in a manner that causes runoff onto non-irrigated areas, walkways, roadways, parking lots, or other hard surfaces
8. Potable water cannot be applied to outdoor landscapes during and up to 48 hours after measurable rainfall
9. Potable water shall not be used to irrigate ornamental turf on public street medians.
10. Hotels and motels shall provide guests an option whether to launder towels and linens daily. Hotels and motels shall prominently display notice of this option in each bathroom using clear and easily understood language
11. Restaurants and other food service operations shall serve water to customers only upon request

If the SWRCB-DDW or the SFPUC implements a water use reduction in the future that calls for mandatory rationing, and the City Council adopts a drought stage, the City will notify its water customers.

To report a water waster, please complete the form at menlopark.org/waterwaste, or call 650-330-6750, and the City will investigate further.

Visit menlopark.org/drought for more information.

LANDSCAPE ANALYSIS PROGRAM

A free landscape analysis program is offered to commercial and multifamily customers. An irrigation expert will evaluate your site and provide you with a personalized report on how you can improve water efficiency or save on water costs. Limited funding is available per year, and appointments are set up based on a first-come, first-served basis. Please call 650-330-6750 to schedule an audit.

SMART CONTROLLER PROGRAM

The City of Menlo Park has partnered with the Bay Area Water Supply & Conservation Agency (BAWSCA) to offer an exclusive rebate on the purchase of the Rachio 3 Smart Irrigation Controller. The goal of this program is to increase residential outdoor water use efficiency. Check your eligibility and sign up today at bawasca.rachio.com

With a Rachio 3 Smart Irrigation Controller, customers:

- Can save up to 50% of your outdoor water use
- Costs you just \$100 plus sales tax (up to a \$270 retail value)
- Is compatible with almost any irrigation system—just swap out your old controller and continue using your existing pipes and sprinkler heads
- Calculates when and how long to run your sprinklers
- Allows you to control your sprinklers from anywhere with your mobile device

LAWN BE GONE (TURF REPLACEMENT PROGRAM)

Menlo Park Municipal Water is offering a rebate of up to \$2 per square foot to customers opting to convert their water-intensive lawn into a water-efficient landscape. To receive the rebate, you must submit an application and receive a Notice to Proceed before removing your lawn. Don't miss out on this innovative landscaping program that replaces traditional lawns with modern, eco-friendly plants, flowers and landscape elements.

Program Information:

- A minimum of 200 square feet of lawn must be converted
- Pre- and post-conversion inspections are required
- The converted area must contain low water-use plants
- Fill out the Lawn Be Gone application: a notice to proceed will be provided before you starting your conversion

For more information about the program, visit bayareaconservation.org/rebates/lawn

NEW PROGRAMS COMING JULY 2021

IRRIGATION HARDWARE REBATE PROGRAM, Offers an irrigation hardware rebate for the purchase and installation of irrigation equipment to enhance irrigation efficiency and reduce water use. The program provides rebates of up to \$5 for high-efficiency sprinkler nozzles, up to \$10 for spray bodies with pressure regulation, and up to \$30 for large rotors.

RESIDENTIAL SELF-AUDIT TOOL KITS, Offers free residential self-audit tool kits for residents to participate in a self-administered home water audit.

For more information about these programs, visit menlopark.org/waterrebates.

NEW WATER RATES BEGIN JULY 1

Menlo Park Municipal Water relies on water rate revenues to fund the costs of operating and maintaining the water system including purchasing wholesale water from the SFPUC. In 2021, Menlo Park Municipal Water conducted a water rate study to determine the appropriate rate revenues required to meet financial needs for the next five years. On May 11, 2021, the City Council adopted the proposed water rates. To encourage water conservation, Menlo Park Municipal Water will be moving from a 2-tier to a 3-tier rate structure

Visit menlopark.org/waterrates for the adopted five-year rates, Frequently Asked Questions, the water rate study, or for more information.

The following rates will be effective for all water bills issued on or after July 1, 2021.

WATER CONSUMPTION CHARGE ⁽¹⁾

Tier 1: 1 - 6 ccf	\$5.09 per ccf
Tier 2: 7 - 12 ccf	\$6.82 per ccf
Tier 3: Over 12 ccf	\$8.69 per ccf

WATER CAPITAL SURCHARGE

All Usage	\$1.58 per ccf
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MONTHLY FIXED METER (BASED ON METER SIZE)

5/8" & 3/4"	\$27.58
1"	\$45.97
1-1/2"	\$91.95
2"	\$147.12
3"	\$294.24
4"	\$459.75
6"	\$919.50
8"	\$1,471.20
10"	\$2,114.84

MONTHLY FIXED UNMETERED FIRE CHARGE (BASED ON FIRE SERVICE SIZE)

1-1/2"	\$30.23
2"	\$48.37
3"	\$96.73
4"	\$151.14
6"	\$302.29
8"	\$483.66
10"	\$695.26
12"	\$1,299.83

DROUGHT SURCHARGES ⁽²⁾

Applicable only if the City Council declares a drought stage

Stage 1: Up to 10%	\$0.60
Stage 2: Up to 20%	\$1.36
Stage 3: Up to 30%	\$2.32
Stage 4: Up to 40%	\$3.61
Stage 5: Up to 50%	\$5.42

Stage 6: Greater than 50% - The actual drought surcharge will be calculated based on the actual water conservation target that must be met

FOOTNOTES:

(1) 1 ccf (hundred cubic feet) = 748 gallons

(2) The drought stages are described in more detail in the 2020 Water Shortage Contingency Plan, adopted by City Council in May 2021.

Visit menlopark.org/watermanagementplan for more information.



AVOID FEES - PAY YOUR WATER BILL ON TIME

During the COVID-19 pandemic, the City of Menlo Park did not charge late fees or disconnect water services. Visit menlopark.org/water for up-to-date information on late fees or water disconnections. If you are concerned about paying your bill, we encourage you to contact customer service to set up a payment plan.

Water customers are responsible to ensure that monthly payments are paid on time to avoid penalties, additional fees, and to prevent possible disconnection of service. There are several payment options available as shown in the table below.

- BY PHONE – Call 844-463-6567
Monday–Friday 7:30 a.m.–5:30 p.m. to pay by credit/debit cards**, e-check, or set up automatic payment
- ONLINE – at menloparkca.myutilitydirect.com to pay by credit card**, e-check, and set up automatic payments

**Credit/debit card payments incur a 3% convenience fee

Utility statements are due and payable upon receipt. Please pay your monthly water bill on time to avoid penalties and fees. Past due accounts will incur additional fees (1.5%) and charges per city policy, available at menlopark.org/water.

Customers with past due water bills that are more than 60 days old may be disconnected for non-payment and a reconnection fee may apply. To prevent disconnections, customers may qualify for a payment arrangement, or remit payment at least 1 business day before the scheduled disconnection date. Before restoring service, customer must pay the full account balance plus a reconnection fee (\$108 for

next day service during business hours, or \$270 for same day, evening or weekend service).

If you have any additional questions regarding payment arrangements or deferred payments, contact customer service at 844-463-6567 or email menloparkca@myutilitydirect.com.

WATER LEAKS

If you think you have a water leak, follow these steps to determine if you have a water leak:

- Turn off all faucets and water-using appliances
- Locate your water meter and lift the cover to see the meter dial
- If the needle is moving, you have a leak
- If the needle appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape
- Keep the water off. Wait at least 15-30 minutes
- Reread the meter gauge or check the needle location again. If the needle has moved, you could possibly have a leak somewhere in your system
- If you have a leak, contact a plumber or leak detection agency to find the source to determine if your leak is inside or outside your house:
- Shut off the main water valve to the inside of your house
- Return to the water meter and lift the cover to see the meter dial
- If the needle appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape
- Keep your water off and wait at least 15-30 minutes
- If the needle has moved and the water is shut off to the house, you have a leak somewhere outside of the house
- If the meter has not moved and the water to the house is shut off, your leak is somewhere inside the house

If you have a water leak, customers may submit a Water Leak Credit Application to water@menlopark.org within 60 days from the bill date and provide documentation that the leak has been identified and repaired. Shutting off the source of the leak is not considered a repair, and undetermined or general high water consumption is not eligible for adjustment. Adjustments may not exceed 50% of the excess consumption charge and water service shall not be discontinued while the application is pending.

Update on water projects



URBAN WATER MANAGEMENT PLAN AND WATER SHORTAGE CONTINGENCY PLAN

The Urban Water Management Plan is developed every five years and addresses changing conditions related to water sources, water availability, water demands, and water reliability for the next 20 years. It includes a Water Shortage Contingency Plan which outlines shortage response actions (City responses and corresponding regulations/prohibition) for each of the six required drought stages (up to 10, 20, 30, 40, 50, and greater than 50 percent reductions). On May 25, 2021, the City Council adopted the 2020 Urban Water Management Plan and 2020 Water Shortage Contingency Plan. Both documents are available at menlopark.org/watermanagementplan.

WATER SYSTEM MASTER PLAN

Menlo Park Municipal Water completed the Water System Master Plan in April 2018. The Plan provides a comprehensive evaluation of the water distribution system, recommends a 25-year capital improvement program, and strategizes planning and budgeting efforts in order to maintain distribution reliability and efficiency under current water demands, future growth, and emergency situations. The Plan is available at menlopark.org/watermasterplan.

ROOF REPLACEMENT PROJECT AT SAND HILL RESERVOIR NO. 2

In February 2019, Menlo Park Municipal Water began the design to replace the roof at Sand Hill Reservoir No. 2 located at 3650 Sand Hill Road. The project will remove the existing mineral roof system and superstructure and install a new roof system in addition to installing mixers in both Reservoir

No. 1 and Reservoir No. 2 to improve water quality. The design is anticipated to be completed by August 2021 with construction completed by the end of 2022.

ADVANCED METERING INFRASTRUCTURE (AMI) PROJECT

The AMI project will install a radio based communication system to enable Menlo Park Municipal Water to read water meters remotely rather than manually. With this upgrade, it will improve meter accuracy, resulting in the timely detection of water leaks, reduction of water loss, and improved customer service by giving customers access to real-time data of their water usage. We anticipate the installation of AMI meters to begin in fall 2021.

STORMWATER MASTER PLAN

The City is updating its Stormwater Master Plan that will inventory the City's storm system and will recommend capital improvement projects and priorities to maintain the City's storm drain infrastructure and reduce flooding in flood prone areas. The plan will be completed in 2022.

EMERGENCY WATER STORAGE/SUPPLY PROGRAM

Menlo Park Municipal Water purchases all of its water supply from the SFRWS. The Emergency Water Storage/Supply Project intends to provide a backup water supply to the Lower Zone, which lacks emergency storage and supply, in the event water from the SFRWS is reduced or unavailable.

Menlo Park Municipal Water has one emergency groundwater well at the City's Corporation Yard located at 333 Burgess Drive. The City is working with the SWRCB-DDW to permit the "Corp Yard Well" which can provide up to 1,500 gallons per minute (gpm) of back-up supply to the Lower Zone. The City plans to design and construct one or two additional emergency supply wells to achieve another 1,500 gpm (for a total supply capacity of 3,000 gpm) as part of the Emergency Supply Wells project. The City is also investigating locations for a future underground reservoir to serve the lower and higher pressure zones.

Visit menlopark.org/emergencysupplywells for more details.

HAVEN AVENUE FIRE FLOW IMPROVEMENTS

This project replaces a portion of the existing distribution system to improve fire flow identified in the City's Water System Master Plan. The scope of work on Haven Ave. includes installing approximately 1,230 linear feet of 12-inch high density polyethylene pipe and replacing existing domestic/irrigation/fire service laterals for the proposed improvement. Construction is anticipated to begin in fall 2021.



WATER POLLUTION PREVENTION - KEEP OUR STORM DRAINS CLEAN

The City's storm drains flow directly to the San Francisco Bay impacting our water, fish and wildlife. It is important to keep debris away from storm drain inlets. The three main types of stormwater pollutants are:

1. Litter (e.g. cans, paper, plastic bags, and cigarette butts)
2. Chemicals (e.g. detergents, automotive fluids, and fertilizers)
3. Organic waste (e.g. leaves, lawn and garden clippings and animal excrement)

Follow these tips to help reduce pollution and dispose of items properly:

- Clean up automotive leaks and keep your vehicle in goodworking order
- Dispose of cigarette butts and litter properly
- Dispose of hazardous waste properly
- Wash cars at the car wash
- Install more pervious surface
- Keep storm drains clear of debris
- Pick up after your pet
- Use less toxic cleaners and pesticides
- Find a paint drop off site
- Find a motor oil and filter recycling location
- Find a cooking oil recycling location
- Visit flowstobay.org/toxic for more information about household hazardous waste

If you notice waste dumped illegally in or near the storm drains or in the public right of way, complete the illicit discharge form at menlopark.org/illicitdischarge or call 650- 330-6750, and the City will investigate further.

For more information about the stormwater system, visit menlopark.org/stormwater, email stormwater@menlopark.org, or call 650-330-6750.



Menlo Park Municipal Water
701 Laurel St.
Menlo Park CA 94025

CONTACT US

- menlopark.org/water
- water@menlopark.org
- 650-330-6750

Billing

- menloparkca.myutilitydirect.com/customerportal/
- 844-463-6567

Maintenance

- 650-330-6780
Monday–Thursday, 7:30 a.m.–4:30 p.m.,
and alternate Fridays, 8 a.m.–5 p.m.
- 650-330-6300
After hours, weekends, and holidays



2020 WATER QUALITY REPORT

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

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