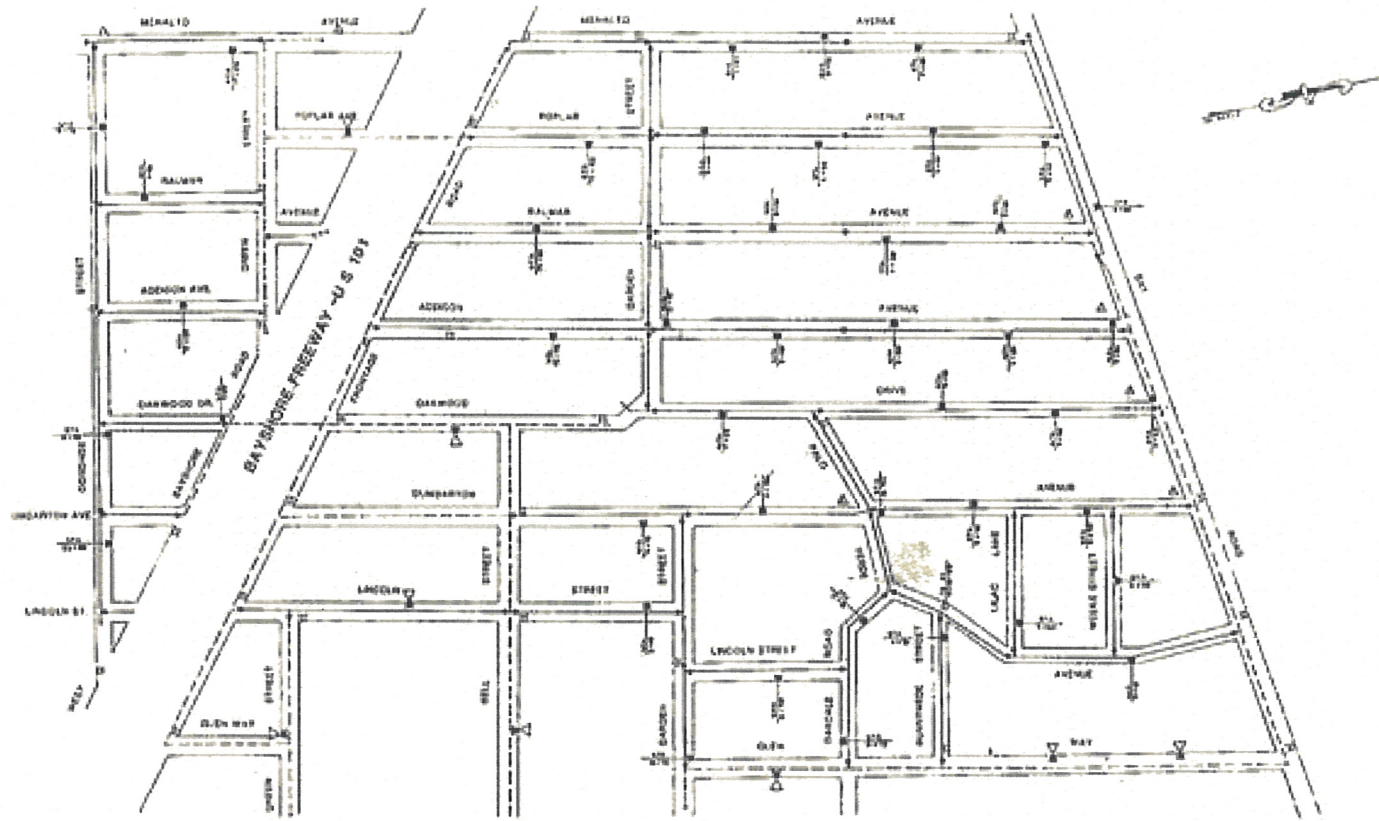


SERVICE AREA



Palo Alto Park Mutual Water Company

2190 Addison Avenue

East Palo Alto, CA 94303

Web: PAPMWC.ORG

Community Water Service Since 1924

Servicio de Agua a la Comunidad desde 1924

FOR SPANISH VERSION OF THIS NEWSLETTER
PLEASE CALL OFFICE: (650) 322-6903

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Richmond, CA 94804



JUN 15 2020

Celebrating 96 Years of Serving "Quality on Tap"

"Water—Our Most Precious Resource"

"Agua—Nuestro Recurso Más Valioso"

THE WELL OF LIFE

The Newsletter of the Palo Alto Park Mutual Water Company

SPRING/SUMMER 2020

VOL. 47 SPRING/SUMMER

(Spanish version available upon request)

The Red Carpet Is Out For You!

Welcome To All New Members and Customers.

We, the Board of Directors and staff, take this time and space to welcome you to the Palo Alto Park Mutual Water Company (PAPMWC)—a non-profit mutual benefit corporation. What makes you a member or customer? If you purchased property within the PAPMWC service area, then **YOU** are part owner of this company, a member. If you reside within the boundaries, then you are a customer. Regardless which category, we **WELCOME YOU!**

A map of the boundaries of the PAPMWC are as shown on the cover of this newsletter. Being one of the many owners, this entitles you to participate in the decision making via voting and/or serving on the Board of Directors. The voting interest (number) that you have is determined by the size of your property and also how many properties you own within the service area. (Each interest is equal to 2500 square feet of property owned. Interests are without par or nominal value; therefore, pay no dividends.)

PAPMWC is not a public utility; but rather, a quasi-public utility. Our By-Laws prohibit the sale of water to anyone other than members/consumers. Our company operates strictly from revenues received from monthly water assessments (bills). We are here to serve you quality on tap with great pleasure.

Water is life—Liquid Gold. Please conserve water, our precious God-given resource.

CERTIFIED WATER TREATMENT OPERATOR (T) & DISTRIBUTION OPERATORS (D)

Bryan Lincoln, Grade T I

Katherine J.P. Loudd, Grade T II/D II

Michael Ward, Grade D II

Wilfred Ollie James Loudd, Grade T II/D II

Your Board Gives Thanks to All

We are hard at work for you. We thank you for your vote of confidence in the last election. Thank you for passing the restated By-Laws to be in compliance with the amended Articles of Incorporation, which clears up our status as a non-profit corporation.

We know, without a doubt, that we could not have been successful without **YOU** and your trust in the Board. The various things that we told you we would work on, we are working diligently toward, as follows:

- ✓ Applications for grants and low-interest loans
- ✓ Iron and manganese removal system
- ✓ Replacement for Well #2 (our shallowest and oldest well) and Well #3 (well casing in extremely poor condition)
- ✓ Additional storage tank that will hold enough water to meet the emergency requirement per State mandate
- ✓ Water main replacement under Highway 101 at Poplar and Lincoln Streets
- ✓ Service meters by 2025

In addition, the PAPMWC website has been revamped and is up and running. You will be able to read news items online at WWW.PAPMWC.ORG. Also, we are currently working on an electronic means for you to pay your assessment online.

Inside This Issue:

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Quality on Tap

Message From the Board of Directors

We want to assure you that we are working in your best interest to deliver "Quality on Tap." Thus, we are committed and endeavor to make this company one of the best small groundwater systems in the State of California

The year 2020 we will celebrate the company's 96th year of water service to this community. Therefore, we ask of you to make a commitment to come and participate in the next Annual Members' Meeting. Remember, it takes all of us working together to make and keep our company strong.

We want you to be informed about the affairs of the company. Knowledge is power and the truth is light. Thus, we want you, our fellow members, to be well informed with knowledge and the truth concerning the water company. When a challenge is made, a proper response is needed. We believe that you will make the correct decision.

We are not currently metered. We are working toward having all services metered by 2025 as mandated by the State of California. You, as a member, will make the decision about how meters are used. For the purpose of the state, it is a measuring device that will tell us how much water is being used at a given location.

It is important that each of us conserve water. Droughts are real and our lives depend on having a continuous water supply. Conserving water is one of the most important jobs that we all can do. Please assist us in promptly repairing all leaks and using water wisely.



- ◆ Remember this is an election year for President of the United States of America. Please vote!
- ◆ A blue thumbs salute to those of you who volunteer to collect water samples in your home for PPMWC state required lead and copper monitoring sampling program.
- ◆ Flushing our water mains is scheduled for June and September 2020. Should you have any questions, please call (650) 322-6903.

Coronavirus Pandemic



Please be a vital part of the solution-not part of the problem!

Today we are faced with this dreadful virus called COVID-19. The entire world is reeling from its deadly results. How we as a community come through this depends on the actions that we all take independently and collectively.

As per notices from the Centers for Disease Control (CDC) and our governmental officials:

- ✚ ***Stay home as much as possible/shelter in place***
- ✚ ***Do not gather in groups***
- ✚ ***Wash hands and/or sanitize frequently with hand sanitizer that contains at least 60% alcohol***
- ✚ ***Cover cough/sneeze with a tissue, throw tissue in the trash and then wash hands***
- ✚ ***Do not touch face with unwashed hands***
- ✚ ***Keep a 6-foot distance from one another***
- ✚ ***Wear a mask/cloth face covering over nose and mouth***
- ✚ ***Use Lysol or bleach water (1 cup bleach per 5 gallons of water) as sanitizer***
- ✚ ***Sanitize frequently touched objects/surfaces, such as doorknobs, light switches, handles, keys, remote controls, desks, phones, keyboards, toilets, faucets, sinks***
- ✚ ***Sanitize items before bringing them into your home***
- ✚ ***Leave shoes outside or sanitize before entering your home***

Please read the following special news release from the Palo Alto Park Mutual Water Company regarding the coronavirus (COVID-19) pandemic:

Effective March 13, 2020, no public walk-ins will be allowed to enter the office.

To make a payment, please drop your payment in the drop box located outside in front of the main office or by mail with a check or money order.

Please, NO CASH.

If you have an emergency or any questions, please call (650) 322-6903 and we will respond promptly.

Thank you for your understanding and cooperation for the health and safety of us all.

-The Board of Directors of PPMWC

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at:

<http://www.epa.gov/safewater/lead>

Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement

| VIOLATION OF A MCL, MRDL, AL, TT, OR MONITORING AND REPORTING REQUIREMENT | | | | |
|--|---|----------|---|-------------------------|
| Violation | Explanation | Duration | Actions Taken to Correct the Violation | Health Effects Language |
| The State Water Resources Control Board issued a citation on August 21, 2018 stating that the Water Company exceeded Secondary MCL for Aluminum. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water; and are not public health related. It is the SWRCB that this citation be referenced in the 2019 CCR. | There are 4 active wells in the system. Well # 7 has the highest aluminum concentration is blended with the water from the other wells. While the aluminum concentration in Well # 7 exceeded the MCL, the aluminum concentration in the blended water in 2019 was Non-Detect (ND) and the water delivered to the consumer did not violate primary or secondary MCL. | | The Water Company wrote a letter to the Board stating these facts on September 30, 2018 and requested that the citation be withdrawn. The Board still has not yet responded. Well #7 was taken offline on December 24, 2019 due to continuing high concentrations of iron, manganese and aluminum. | None |



Palo Alto Park Mutual Water Company Storage Tanks, in service for you, our consumers.

| TABLE 5 - DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD (continued) | | | | | | |
|---|--------------------------|-------|---------|------|-----|--|
| Iron (ppb)* | 58 samples in 2019 | 111.8 | ND-290 | 300 | N/A | Leaching from natural deposits; industrial wastes |
| Manganese (ppb) | 58 samples in 2019 | 8.9 | ND-8.9 | 50 | N/A | Leaching from natural deposits |
| MBAS (ppb) | 12/22/19 | 160 | ND-160 | 500 | | Municipal and industrial waste discharges |
| Odor-Threshold | Units | 1 | 1 | | 3 | Naturally-occurring organic materials |
| Specific Conductance | 8/6/19 10/1/19 | 716 | 580-853 | 1600 | N/A | Substances that form ions when in water; seawater influence |
| Sulfate (ppm) | 8/6/19 10/1/19 | 45 | ND-58 | 500 | N/A | Runoff/leaching from natural deposits; seawater influence |
| Turbidity (NTU) | 8/6/19 | 1.4 | 1.4 | 5 | N/A | Soil runoff |
| Total Dissolved Solids (TDS) (ppm) | 8/6/19 | 395 | 395 | 1000 | N/A | Runoff/leaching from natural deposits |
| Zinc (mg/L) | 11/12/19 | 0.14 | ND-0.14 | 5 | N/A | Runoff/leaching from natural deposits; industrial wastes |

| TABLE 6 - DETECTION OF UNREGULATED CONTAMINANTS | | | | | |
|--|----------------|-------------------|------------------------|--------------------|--|
| Chemical or Constituent (and reporting units) | Sample Date | Level Detected | Range of Detections | Notification Level | Health Effects Language |
| Vanadium (ppb) | 5/19/14 | 3.25 | 3.1-3.2 | 50 | The babies of some pregnant women who drink water containing vanadium in excess of the notification level may have an increased risk of developmental effects based on studies in laboratory animals |

ADDITIONAL GENERAL INFORMATION ON DRINKING WATER

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA’s Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. USEPA/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).

Lead Specific Language for Community Water Systems: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The PAPMWC is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components.

2019 Consumer Confidence Report

Water System Name: Palo Alto Park Mutual Water Company Report Date: Jan. 1-Dec. 31, 2019

We test the drinking water quality for many constituents as required by State and Federal Regulations. This report shows the results of our monitoring for the period of January 1 through December 31, 2019 and may include earlier monitoring data.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Palo Alto Mutual Water Company a 650-322-6903 para asistirlo en español.

Type of Water Source(s) in use: Well/Groundwater

Name and General Location of Source(s): Wells #2, 3, 5, 6 and 7, 2190 Addison Ave., E. Palo Alto, CA. All wells discharge into a common water storage tank and are chlorinated, blended and pumped into the distribution system. Wells #2 and 7 were inactive in 2019.

Drinking Water Source Assessment Information: No Source Water Assessment (SWA) is available for Wells #2, 3, 5, 6 or 7. These SWAs should be performed in the future.

Time and Place of Regularly Scheduled Board Meetings for Public Participation: Annual Shareholders Meeting was held December 21, 2019. Meetings are typically held in December of each year. Regularly scheduled Board Meetings are typically every third Thursday at 4:00 p.m., 2190 Addison Ave., East Palo Alto, CA.

For More Information, contact: Ms. Niambi K. V. Lincoln, MBA Phone: (650) 322-6903

IMPORTANT WATER QUALITY TERMS

| | |
|--|---|
| <p>Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.</p> <p>Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an <i>E. coli</i> MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.</p> <p>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 set to protect the odor, taste and appearance of drinking water.</p> <p>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 (USEPA).</p> <p>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.</p> <p>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</p> | <p>reflect the benefits of the use of disinfectants to control microbial contaminants.</p> <p>ND: Not detectable at testing limit.</p> <p>pCi/L: Picocuries per liter (a measure of radiation).</p> <p>ppb: Parts per billion or micrograms per liter (µg/L).</p> <p>ppm: Parts per million or milligrams per liter (mg/L).</p> <p>ppq: Parts per quadrillion or picogram per liter (pg/L).</p> <p>ppt: Parts per trillion or nanograms per liter (ng/L).</p> <p>Primary Drinking Water Standards (PDWS): MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirements.</p> <p>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 (CEPA).</p> <p>Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.</p> <p>Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.</p> <p>Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.</p> <p>Variances and Exemptions: Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.</p> |
|--|---|

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 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 that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.
- *Radioactive contaminants*, that 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 USEPA and the State Department of Public Health (“Department”) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Tables 1-6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The Department allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the water quality data is more than one year old. Any violation of an AL, MCL, MRDL or TT is asterisked. Additional information regarding the violation is provided later in this report.

| TABLE 1 - SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA | | | | | | | |
|---|---------------------------|----------------------------|---|------------------------|--------------------------------------|--|---|
| Microbiological Contaminants (complete if bacteria detected) | Highest No. of detections | No. of months in violation | MCL | MCLG | Typical Source of Bacteria | | |
| Total Coliform Bacteria* | ND | 0 | One positive monthly sample (a) | 0 | Naturally present in the environment | | |
| Fecal Coliform or <i>E. coli</i> | ND | 0 | A routine sample and a repeat sample are total coliform positive and one of these is also fecal coliform or <i>E. coli</i> positive | | Human and animal fecal waste | | |
| <i>E. coli</i> (Federal Revised Total Coliform Rule) | ND | 0 | (b) | 0 | Human and animal fecal waste | | |
| (a) Two or more positive monthly samples is a violation of the MCL. (b) Routine and repeat samples are total coliform-positive and either is <i>E. coli</i> -positive or system fails to take repeat samples following <i>E. coli</i> -positive routine sample or system fails to analyze total coliform-positive repeat sample for <i>E. coli</i> . | | | | | | | |
| TABLE 2 - SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER | | | | | | | |
| Lead and Copper (complete if lead or copper detected in last sample set) | Sample Date | No. of samples collected | 90 th percentile level detected | No. sites exceeding AL | AL | PHG | Typical Source of Contaminant |
| Lead (ppb) | 8/29-9/24/19 | 10 | 0.0009 | 0 | 15 | N/A | Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits |
| Copper (ppm) | 8/29-9/24/19 | 10 | 0.16 | 0 | 1.3 | N/A | Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |
| TABLE 3 - SAMPLING RESULTS FOR SODIUM AND HARDNESS | | | | | | | |
| Chemical or Constituent (and reporting units) | Sample Date | Level Detected | Range of Detections | MCL | PHG (MCLG) | Typical Source of Contaminant | |
| Sodium (ppm) | 8/16/19 | 66 | 66 | None | None | Salt present in the water and is generally naturally occurring | |
| Hardness (ppm) | 8/16/19 | 213 | 213 | None | None | Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring | |

| TABLE 4 - DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD | | | | | | |
|--|--|----------------|---|-------------------------------|--------------------------|---|
| Chemical or Constituent (and reporting units) | Sample Date | Level Detected | Range of Detections | MCL (MRDL) | PHG (MCLG) [MRDLG] | Typical Source of Contaminant |
| Chloroform (mg/L) | 6/19/18 | 0.00041 | 0.00041 | 0.00010 | | |
| Dichloromethane (ppb) | 11/8/16 | 0.93 | | 5 | 4 | Discharge from pharmaceutical and chemical factories; insecticide |
| Fluoride (ppm) | 6/18/19 | 0.19 | 0.18-0.22 | 2 | 1 | Erosion of natural deposits; water additives which promote strong teeth; discharge from fertilizer and aluminum factories |
| Gross Alpha Particle Activity (pCi/L) | 8/22/17 | 4.57 | 4.57 | 15 | (0) | Erosion of natural deposits |
| Gross Beta Particle Activity (pCi/L) | 12/8/15 3 samples on 9/8/15 | 0.534 | 0.385-1.85 | 50 | (0) | Erosion of natural deposits |
| Methyl Chloride (mg/L) | 6/19/18 | 0.004 | 0.004 | 0.00016 | | |
| Nitrate (ppm) - N | 7/17/19 8/8/19 8/27/19 | 0.72 | ND-0.93 | 10 | 10 | Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits |
| Radium 228 (pCi/L) | 11/15/16 | 0.094 | | 5 as Ra-228 & Ra-226 combined | 0.019 | Erosion of natural deposits |
| Radium 226 (pCi/L) | 11/15/16 | 0.039 | | See above | 0.05 | Erosion of natural deposits |
| TTHMs (Total Trihalomethanes) (ppb) | 8/22/17 | 3.6 | | 80 | N/A | Byproduct of drinking water disinfection |
| Toluene (µG/L) | 6/19/18 | 0.84 | 0.084 | 150 | 150 | Discharge from petroleum and chemical factories; underground gas tank leaks |
| TABLE 5 - DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD | | | | | | |
| Chemical or Constituent (and reporting units) | Sample Date | Level Detected | Range of Detections | MCL | PHG (MCLG) | Typical Source of Contaminant |
| Aluminum (ppb) | 1/29/19 2/19/19 3/5/19 3/19/19 4/16/19 5/21/19 6/16/19 9/17/19 0/15/19 11/12/19 11/19/19 12/17/19 | 742 | ND-1800 Note that range of detections is measured at Well #7 and not in tank effluent, which is the water delivered to customers. The concentration in the tank effluent was ND. | 200 | | Erosion of natural deposits; residue from some surface water treatment |
| Color (Units) | 11/26/19 | 3 | ND-3 | 15 | | Naturally-occurring organic materials |
| Chloride (ppm) | 8/6/19 10/1/19 | 80 | ND-98 | 500 | N/A | Runoff/leaching from natural deposits; seawater intrusion |
| Copper (ppm) | 6/19/18 | 0.011 | 0.011 | 1 | | Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |