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# THE WELL OF LIFE

The Newsletter of the Palo Alto Park Mutual Water Company

SPRING/SUMMER 2023

VOL. 51 SPRING/SUMMER

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*(Spanish version available upon request)*

## Welcome



### TO NEW MEMBERS (SHAREHOLDERS) AND CONSUMERS WELCOME

Greetings from the Board of Directors of Palo Alto Park Mutual Water Company (PAPMWC)! We extend a warm welcome to you, whether you are a consumer (tenant) or a property owner. Through this newsletter, we would like to share important information with you as a member of our company.

If you have received this newsletter, you are either an existing member, a new member who recently purchased a property within the PAPMWC boundaries, or a consumer (tenant). As per the new restated bylaws, property owners are referred to as "Members." Any property within our service boundary area, as shown on the map on the back cover of this newsletter, automatically makes you a Member, whether it's developed or not.

PAPMWC is a nonprofit mutual benefit corporation governed by the laws of the State of California. As a member and owner of the company, you have the right to participate in the decision-making process through voting at annual or special meetings. You can also serve as an officer by being elected to the Board of Directors, which consists of five members elected on a rotating basis.

The number of Member interests/shares you hold and can vote with depends on the size and number of properties you own within the service area.

Each Member interest/share equals 2,500 square feet of property owned, and the billing of assessments depends on the property size and use (e.g., extra units). For more information about assessment/billing, please refer to the bylaws, articles of incorporation and rate schedule. Please note that Member interests/shares are without par or nominal value and do not pay dividends.

For up-to-date information you can call PAPMWC at (650)322-6903 or visit our company website at [www.papmwc.org](http://www.papmwc.org).

PAPMWC is a quasi-public utility that operates solely on revenues received from monthly water assessments (i.e., water bills). Our bylaws prohibit the sale of water to anyone other than Members.

Thank you for your attention, and please feel free to contact us if you have any questions or concerns.

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## Thank You—A Blue Thumb Salute!



Dear valued members, We hope this message finds you well. We wanted to provide you with an update on our ongoing efforts to improve the company's infrastructure. As the Board of Directors, we want to take a moment to express our heartfelt appreciation and say a big thank you! Your unwavering support and confidence in us have been instrumental in keeping us in office, and for that, we are extremely grateful.

We recognize that our success would not be possible without your continued trust, and we want to commend each and every one of you for your contributions. Your dedication and support are truly appreciated.

We are committed to making much-needed improvements to the company's infrastructure and have been working diligently to achieve this goal. As part of our efforts, we are pleased to inform you that we are currently in the planning process of replacing the old, failed Well#3 with a new, state-of-the-art well.

Once again, thank you for your vote of confidence and for giving us the opportunity to serve you. We are committed to working hard and delivering on our promises. ***That is providing safe quality affordable drinking water to you.***

Sincerely,  
The Board of Directors

## PAPMWC - 98 Years of "Quality on Tap"

Dear Members and Consumers of the Palo Alto Park Mutual Water Company,

We are delighted to mark the 98th anniversary of the Palo Alto Park Mutual Water Company, and we want to take this opportunity to thank you for your continued support and trust in our services.

For nearly a century, the Palo Alto Park Mutual Water Company has been a vital part of our community, providing safe and high-quality water to our homes and businesses. We have worked hard to maintain the standards that have made us the go-to water provider in our area, and we are proud of the progress we have made over the years.

As we celebrate this milestone, we want to recognize the hard work and dedication of all our employees and members. Your unwavering commitment to the company's growth and success has made it possible for us to continue providing you with the best water services available.

We would also like to thank God for his grace and blessings that have allowed us to serve our community for almost a century. We believe that our commitment to excellence and the trust you have placed in us have been rewarded by His blessings.

As we look to the future, we are committed to continuing our legacy of providing you with safe, reliable, and high-quality water services. We will keep investing in modern infrastructure and technology to ensure that we keep pace with your evolving needs and exceed your expectations.

In conclusion, we would like to extend our heartfelt congratulations to all our members and consumers on this momentous occasion. We celebrate together as we look forward to serving you for many more years to come. We cannot do this without you!



## *Volunteers Needed*

We are seeking your assistance in collecting water samples for lead and copper testing purposes. Specifically, we require samples from within your residence, which is why we are contacting you. We will provide all necessary materials and instructions to facilitate the collection process.

Enclosed in this edition of "The Well of Life" is a yellow card. If you are willing to volunteer, kindly fill out the details and send it back to us at 2190 Addison Avenue, East Palo Alto, CA 94303.

If you have volunteered with us in the past, we would appreciate your participation once again. Our goal is to ensure that our customers have access to safe drinking water. We sincerely appreciate your support and thank you in advance for your help.

## *Our Community*

### **OUR COMMUNITY'S APPEARANCE AND SAFETY ARE OF GREAT CONCERN TO US.**

We urge every resident to take an active role in maintaining the cleanliness and safety of the Palo Alto Park Mutual Water Company service area. It is important to be cautious of stop signs throughout our area, as many drivers disregard them and some even speed up. Let's show our care and concern by reporting any such reckless behavior to the police before someone gets hurt. Additionally, we have a street sweeper service that operates on a specific date and time, which is posted clearly throughout the city. We should all do our part by moving our cars before the street sweeper arrives, ideally the night before, to minimize dust and debris in our homes from passing cars.

It is commendable to see people walking their dogs, but it is important to note that some individuals allow their dogs to defecate on the sidewalks, posing a safety hazard for parents with small children and other pedestrians. We recommend that dog owners train their pets to defecate in one spot in their yard, and then properly dispose of the waste. This will prevent any inconvenience or safety hazards for others.

Littering is unacceptable, and we should not throw unwanted items on the side of the streets or in front of fire hydrants or on corners. To help dispose of bulky items, Recology of San Mateo County provides free pickup service twice a year to each property owner. Call 650-595-3900 to arrange for a pickup. If you wish to give away any items, it is a good idea to label them as "FREE," but after a week, please remove them or call a used store such as Goodwill Industries or the Salvation Army.

Let's all do our part to keep our community clean and safe. Do not hesitate to pick up trash on your street or report any reckless behavior. We extend our gratitude and appreciation to those who take care of our community, and give you the **"BLUE THUMB SALUTE"** and a big thank you!!!

## *Flushing Our System*

Did you ever wonder why there was water on your street when it hadn't rained? Well, the answer is "flushing." The Palo Alto Park Mutual Water Company (PAPMWC) flushes the distribution system to clean the water mains. Flushing is a process used in water treatment to remove sedimentation from water mains, and it involves opening fire hydrants to allow water to flow at a high velocity. This process is essential to maintain the water quality in PAPMWC's distribution system.

The flushing is done on a routine basis, four times per year, but sometimes, additional flushing is required, especially when there's a water main or lateral break or dead ends. If dead ends or low-flow areas are not flushed, it could lead to the formation of coliform bacteria. Therefore, weekly samples are collected to ensure that the distribution system is free of bacteria. These samples are analyzed by a State Certified Lab, and the results are reported to the State monthly and to consumers once a year in the Consumer Confidence Report (CCR) attached to this newsletter.

After flushing, you may notice that the water has a brownish color, but don't worry, it's safe to use. We recommend running the water from your hose or faucet for a few minutes until the water runs clear. We are committed to providing you with "Quality on Tap."



Please take note of the large yellow banners and yellow A-frame shaped signs placed throughout our service area. They serve as reminders of our flushing maintenance. If you have any questions or concerns, please

call (650) 322-6903. Additionally, you can find more information about our flushing maintenance on our company's website. We provide a schedule for our routine flushing and any updates on additional flushing if necessary.

**CALIFORNIA STATE CERTIFIED  
WATER TREATMENT OPERATOR (T) &  
DISTRIBUTION OPERATORS (D)**

Katherine J. P. Loudd, Grade T II/D II  
Jabari Loudd, Grade T II/D II  
Bryan Lincoln, Grade T I/D II  
Michael Ward, Grade D I  
Niambi Lincoln, Grade T I/D II

***Earthquake Awareness***

**ARE YOU READY FOR THE BIG ONE?  
EARTHQUAKE**

San Francisco was struck by a sudden and devastating earthquake on April 18th, 1906, catching the city unprepared. Today, the question remains: are we prepared for such disasters? The Board of Directors emphasizes the importance of readiness, offering guidance and resources at every annual meeting. It is crucial that you prioritize this issue, as the actions you take before a disaster can mean the difference between life and death for you and your loved ones. Remember, you are

responsible for your own and your family's safety and well-being. It cannot be stressed enough that time is of the essence when it comes to disaster preparedness. Please do not wait until it's too late! Take action now to ensure that you and your family are equipped to handle any emergency. For further information and resources, please visit <https://www.smchealth.org/emergency-preparedness>.

***God Bless***

God Bless Palo Alto Park Mutual Water Company, God Bless America, God Bless those seeking to make America their home. God Bless us all!

In today's world, we face numerous challenges. Sadly, many people in positions of authority and power refuse to do what is right. It requires courage to stand up for justice and to help those who are suffering.

So, what can you do? You can be a catalyst for change. Take a stand for what is right, offer assistance to those in need, and those who are hurting. Ultimately, it is up to each and every one of us to make a difference. Doing nothing is not an option.

***About Our System***

Our water system operates without meters and we urge everyone to conserve this valuable and God-given resource - water. What can you do to help? It's important to quickly fix any leaks and regularly inspect your indoor plumbing for signs of running water. If you observe water flowing into the street or sidewalk, please inform the office right away. As a responsible water provider, we encourage all our customers to adopt water conservation practices in their daily lives. Taking small steps like repairing leaky faucets, taking shorter showers, and using water-efficient appliances can make a significant difference in reducing water consumption.

# 2022 Consumer Confidence Report

## Water System Information

Water System Name: Palo Alto Park Mutual Water Company

Report Date: March 11, 2023

Type of Water Source(s) in Use: Groundwater

Name and General Location of Source(s): San Mateo Plan Groundwater Basin, 2190 Addison in East Palo Alto. There are 5 wells (#2, #3, #5, #6, #7).#2 and #7 were offline all of 2021 and #3 was taken offline in September 2021(See explanation at end of Table 5). Wells #2, #3, and #7 were offline for all of 2022. A new replacement well for Well #3 is planned for 2023.

Drinking Water Source Assessment Information: The Source Water Assessment was prepared on February 1, 2021 and is available on the Company's website <https://www.papmwc.org/>

Time and Place of Regularly Scheduled Board Meetings for Public Participation: The Annual Board meeting was held on 10 December 2022. It is regularly held in December of each year. Regularly scheduled Board meetings are held every 3<sup>rd</sup> Thursday at 4:00 p.m. at 2190 Addison Ave. East Palo Alto, CA 94303.

For More Information, Contact: Mrs. Niambi K.V. Lincoln, MBA 650-322-6093

## About This Report

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 to December 31, 2022 and may include earlier monitoring data.

## Importance of This Report Statement in Spanish

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

## Terms Used in This Report

Term	Definition
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.
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.
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.
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 (U.S. EPA).
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.

<b>Term</b>	<b>Definition</b>
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 Standards (PDWS)	MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
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.
Regulatory Action Level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
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.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.
Variances and Exemptions	Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.
ND	Not detectable at testing limit.
ppm	parts per million or milligrams per liter (mg/L)
ppb	parts per billion or micrograms per liter (µg/L)
ppt	parts per trillion or nanograms per liter (ng/L)
ppq	parts per quadrillion or picogram per liter (pg/L)
pCi/L	picocuries per liter (a measure of radiation)

## Sources of Drinking Water and Contaminants that May Be Present in Source Water

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, 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.

## Regulation of Drinking Water and Bottled Water Quality

In order to ensure that tap water is safe to drink, the U.S. EPA and the State Board 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.

### About Your Drinking Water Quality

#### Drinking Water Contaminants Detected

Tables 1, 2, 3, 4, 5, 6, and 8 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 State Board 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 data, though representative of the water quality, 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**

Complete if bacteria are detected.

Microbiological Contaminants	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
<i>E. coli</i>	0	0	(a)	0	Human and animal fecal waste

(a) Routine and repeat samples are total coliform-positive and either is *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*.

▪ **Table 2. Sampling Results Showing the Detection of Lead and Copper**

Complete if lead or copper is detected in the last sample set.

<b>Lead and Copper</b>	<b>Sample Date</b>	<b>No. of Samples Collected</b>	<b>90<sup>th</sup> Percentile Level Detected</b>	<b>No. Sites Exceeding AL</b>	<b>AL</b>	<b>PHG</b>	<b>No. of Schools Requesting Lead Sampling</b>	<b>Typical Source of Contaminant</b>
Lead (ppb)	June-July 2020	10	ND	None	15	0.2	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	June-July 2020]	10	0.19	None	1.3	0.3	Not applicable	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

**Table 3. Sampling Results for Sodium and Hardness**

<b>Chemical or Constituent (and reporting units)</b>	<b>Sample Date</b>	<b>Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>PHG (MCLG)</b>	<b>Typical Source of Contaminant</b>
Sodium (ppm)	10-11-22	93	93	None	None	Salt present in the water and is generally naturally occurring
Hardness (ppm)	10-11-22	195	190-200	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**

<b>Chemical or Constituent (and reporting units)</b>	<b>Sample Date</b>	<b>Level Detected</b>	<b>Range of Detections</b>	<b>MCL [MRDL]</b>	<b>PHG (MCLG) [MRDLG]</b>	<b>Typical Source of Contaminant</b>
<b>Aluminum (ppb) See explanation at end of Table 5</b>	8/15/20	71	71	1000	600	Erosion of natural deposits; residue from some surface water treatment processes
Cyanide	10/11/22	1	1	150	150	Some people who drink water containing cyanide in excess of the MCL over many years may experience nerve damage or thyroid problems.
Fluoride (ppm)	6/18/19	0.19	0.18-0.22	2.0	1	Erosion of natural deposits, additives which promote strong teeth, discharges from fertilizers and aluminum factories
Nitrate (ppm)	8/9/22	0.915	0.87-0.96	10	10	Runoff and leaching from fertilizer, septic tanks, and sewage; erosion of natural deposits
GrossAlpha ParticleActivity(pCi/L0	8/22/17	4.57	4.57	15	0	Erosion of Natural Deposits
TTHMs(Total Trihalomethanes) (ppb)	8/4/20	2.7	2.7	80	N.A.	

**Table 5. Detection of Contaminants with a Secondary Drinking Water Standard**

<b>Chemical or Constituent (and reporting units)</b>	<b>Sample Date</b>	<b>Level Detected</b>	<b>Range of Detections</b>	<b>SMCL</b>	<b>PHG (MCLG)</b>	<b>Typical Source of Contaminant</b>
Chloride (ppm)	10/11/22	100	100	500	N.A.	Leaching from natural deposits; seawater intrusion
MBAS (ppb)	12/22/19	160	160	500		Municipal and industrial waste discharges
<b>Iron (ppb) See explanation at end of Table 5</b>	12 samples in 2022	ND	ND	300	N/A	Leaching from natural deposits; industrial wastes
<b>Manganese (ppb) See explanation at end of Table 5</b>	12 samples in 2022	ND	ND	50	N/A	Leaching from natural deposits
Odor-Threshold	12/22/22	2	2		3	Naturally occurring organic material
Specific Conductance	10/11/22	872	852-892	1000	N/A	Substances that form ions when in water; seawater influence
Sulfate (ppm)	10/11/22	49	49	500	N/A	Runoff/ leaching from natural deposits; seawater influence
Turbidity (NTU)	2/1/22	0.18	0.18	5.0	N/A	Soil runoff
Total Dissolved solids (TDS) (ppm)	6/8/21	434	434	1000	N/A	Runoff; leaching from natural deposits

**Previous CCR included water quality data for Wells 3 and 7. This water quality data showed exceedances for iron, manganese, and aluminum. Wells 3 and 7 were offline for all of 2022 and did not discharge any water into our distribution system. Therefore we have not included any lab results. The lab results that we are reporting are for Wells 5 and 6 and for the Tank Blend which is the water delivered to our customers.**

***We are working with DDW to bring Well7 back online and to drill a replacement well for Well 3.***

**Table 6. Detection of Unregulated Contaminants**

Chemical or Constituent (and reporting units)		Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects
Vanadium		6/19/14	3.25	3.1-3.3	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**

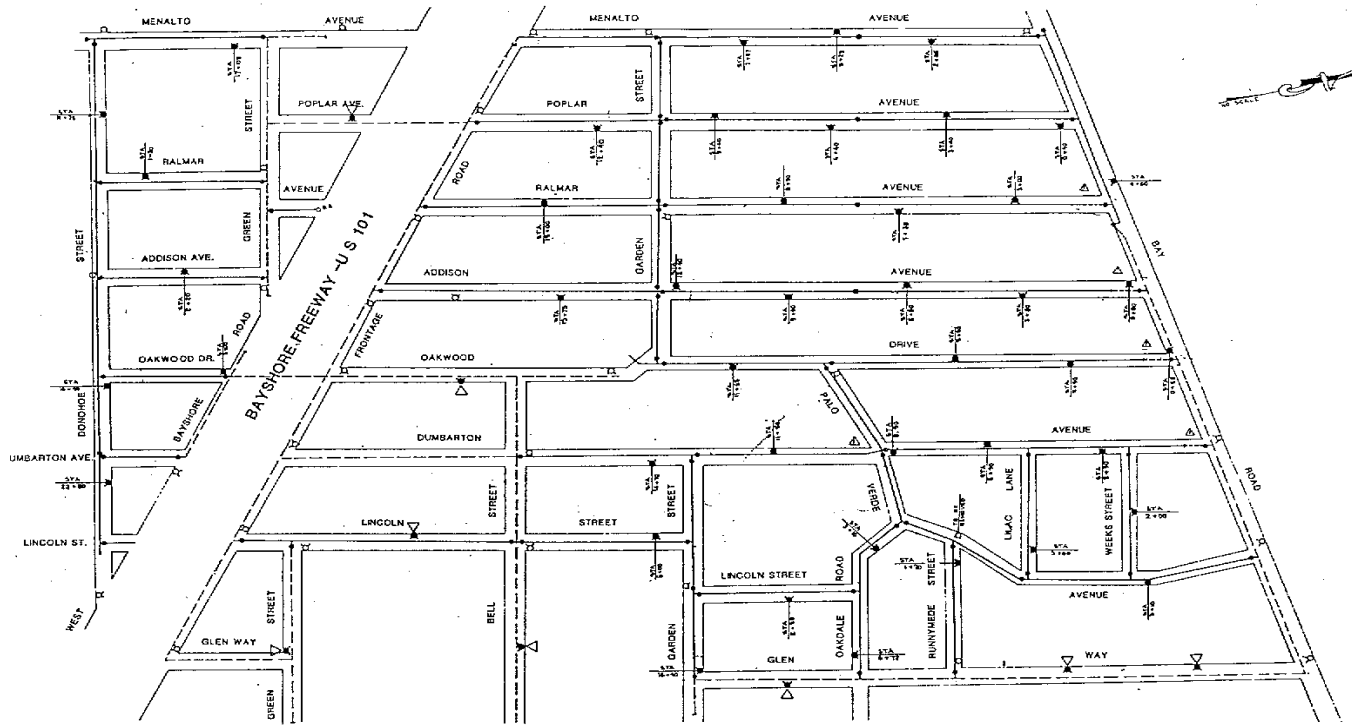
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA’s Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language: 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. [Enter Water System’s Name] is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. 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 2 minutes before using water for drinking or cooking. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] 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 (1-800-426-4791) or at <http://www.epa.gov/lead>.

**Level 1 or Level 2 Assessment Requirement not Due to an *E. coli* MCL Violation**

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments. During the past year we were required to conduct one (1) Level 1 assessment. One Level 1 Assessments was completed. In addition, we were required to take no corrective actions.



MAP OF THE PALO ALTO PARK MUTUAL WATER COMPANY'S SERVICE AREAS

**Palo Alto Park Mutual Water Company**

2190 Addison Avenue  
 East Palo Alto, CA 94303  
[www.PAPMWC.org](http://www.PAPMWC.org)

*Community Water Service Since 1924*  
*Servicio de Agua a la Comunidad Desde 1924*

**BOARD OF DIRECTORS / MESA DIRECTIVA**

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Palo Alto Park Mutual Water Company (PAPMWC) is Not a Metered System

“Water—Our Most Precious Resource”

“Agua—Nuestro Recurso Más Valioso”