



2020 Annual

Water Quality Report

City of East Palo Alto

PWS ID: CA4110024



This report contains important information about your drinking water. If you do not understand it, please have someone explain or translate it for you.

Este informe contiene información muy importante sobre su agua potable. Si no lo comprende, favor acudir a alguien que se lo pueda traducir o explicar.

The City of East Palo Alto and Veolia North America Message to our Customers

The City of East Palo Alto's water system is under a 5-year agreement with Veolia North America. In this agreement with the City of East Palo Alto, Veolia provides all operations and maintenance work for the water system. Veolia reads all meters, provides customer service and billing, and payment collection. With a history dating back to 1853, Veolia is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 180,000 dedicated professionals in almost 50 countries around the globe that provide water, wastewater and other related services to more than 40 million people. More information can be found by visiting www.veolia.com

As a trusted leader in the industry, Veolia places a strong emphasis on sharing water quality information with our customers.

The customers of the City of East Palo Alto are our top priority, and we are committed to providing them with the highest quality drinking water and service possible now and in the years to come. In addition to this report, you can view information about your water system at <https://www.cityofepa.org>.

Please review this Consumer Confidence Report, which outlines information applicable to your local water system for testing completed January 2020 through December 2020.

The web sites of United States Environmental Protection Agency's (USEPA) Office of Water, the Centers for Disease Control and Prevention (CDC), and California State Water Resources Control Board (SWRCB) provide a substantial amount of information on many issues relating to water resources, water conservation and public health.

How to Contact Us

For more information about the contents of this report, please contact our Veolia office (650) 322-2083 or visit us online at <https://www.eastpaloaltowater.com>.

Water quality policies are decided at public hearings held at the East Palo Alto Government Center 2415 University Ave on the First Floor- City Council Chamber. For more information, visit <https://www.cityofepa.org>.

SFRWS Drinking Water Sources and Treatment

SFRWS's major drinking water supply consists of surface water and groundwater that are well protected and carefully managed by the San Francisco Public Utilities Commission (SFPUC). These sources are diverse in both the origin and the location with the surface water stored in reservoirs located in the Sierra Nevada, Alameda County and San Mateo County, and groundwater stored in a deep aquifer located in the northern part of San Mateo County.

To meet drinking water standards for consumption, all surface water supplies from SFRWS undergo treatment before it is delivered to our customers. Water from the Hetch Hetchy Reservoir is exempt from state and federal filtration requirements but receives the following treatment: 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.

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 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 San Francisco District office of the State Water Resources Control Board's Division of Drinking Water (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

www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml, or the CDC website www.cdc.gov/fluoridation.

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 800-426-4791 or at 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 2020 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.

Groundwater Storage and Recovery (GSR) Project

Groundwater is a renewable source of naturally-occurring fresh water that is found in underground and is replenished primarily by rainfall. The use of groundwater helps diversify water sources and makes drinking water supply even more reliable. SFRWS completed installation of eight deep-water wells in its GSR project Phase 1. These wells were tested throughout 2020 and had intermittently delivered water to blend with the surface water supply in the north San Mateo County. For the past decade, SFRWS has collected water quality and quantity data from the Westside Basin aquifer, from which the groundwater was extracted. With extensive monitoring and testing, SFRWS knows that after adding groundwater to its water supplies, it will continue providing our customers with high-quality drinking water that meets or exceeds all regulatory health-based and aesthetic standards set by the SWRCB-DDW and the USEPA.

Contaminants and Regulations

Generally, the sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Such substances are called contaminants, and may be present in source water as:

Microbial contaminants, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife,

Inorganic contaminants, such as salts and metals, that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming,

Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses,

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems,

Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline 800-426-4791, or at www.epa.gov/safewater.

What is a Water Quality Report?

To comply with SWRCB and USEPA regulations, Veolia issues a report annually describing the quality of your drinking water. The purpose of this report is to provide you an overview of last year's (2016) drinking water quality. It includes details about where your water comes from and what it contains. We hope the report will raise your understanding of drinking water issues and awareness of the need to protect your drinking water sources.

You may visit these sites as well as Veolia's website at the following addresses:

American Water Works Association

www.awwa.org

California State Water Resource Control Board

http://www.waterboards.ca.gov/drinking_water/programs/index.shtml

Centers for Disease Control and Prevention

www.cdc.gov

United States Environmental Protection Agency

www.epa.gov/safewater

Veolia North America

<https://www.veolianoorthamerica.com/>

How is Your Water Treated?

Your water receives the following treatment to meet appropriate drinking water standards: disinfection by ultraviolet light and chlorine, filtration, corrosion control by adjustment of the water pH value, fluoridation for dental health protection, and chloramination for maintaining disinfectant residual and minimizing disinfection byproduct formation.

Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important information with water users at their location who are not billed customers of the City of East Palo Alto and therefore do not receive this report directly.

Water Conservation Alert & Tips

Following another historically dry winter, we continue to ask all customers to voluntarily reduce water usage. Also in accordance with the State of California emergency water restrictions, voluntary reductions in outdoor irrigation of ornamental landscape and turf are still in place.

Conservation measures you can use inside your home include:

- Fix leaking faucets, pipes, toilets, etc.
- Replace old fixtures; install water-saving devices in faucets, toilets and appliances.
- Wash only full loads of laundry.
- Do not use the toilet for trash disposal.
- Take shorter showers.
- Do not let the water run while shaving or brushing teeth.
- Soak dishes before washing.
- Run the dishwasher only when full.

You can conserve outdoors as well:

- Water the lawn and garden in the early morning or evening.
- Use mulch around plants and shrubs.
- Repair leaks in faucets and hoses.
- Use water-saving nozzles.
- Use water from a bucket to wash your car, and save the hose for rinsing

Information about Lead

Is there lead in my water?

Although we regularly test lead levels in your drinking water, it is possible that lead and/or copper levels at your home are higher because of materials used in your plumbing. If present, elevated levels of lead can cause serious 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 City of East Palo Alto 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 and copper exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. You can also use cold water for cooking, drinking, or making baby formula; use low lead containing faucets; and when replacing or working on pipes, use lead-free solder. If you are concerned about lead in your drinking 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 National Lead Information Center (800-LEAD-FYI) or the EPA Safe Drinking Water Hotline at 1-800-426-4791 or at <http://www.epa.gov/safewater/lead>.

How to Read the Data Tables

The City of East Palo Alto conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are required to be monitored less than once per year and represent the most current results available. For help with interpreting this table, see the “Table Definitions” section.

Starting with **Detected Contaminants**, please read across:

Year Sampled is usually in year prior

MCL shows the highest level of substance (contaminant) allowed.

MCLG is the goal level for that substance (this may be lower than what is allowed).

Average Amount Detected represents the measured amount (less is better).

Range tells the highest and lowest amounts measured.

A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements.

Typical Source tells where the substance usually originates.

Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

Table Definitions and Abbreviations

Action Level: The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

BPQL (Below Practical Quantitative Limit): Below the minimum concentration of a substance can be measured and reported with 99 percent confidence that the true value is greater than zero.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): The highest level of disinfectant routinely allowed in drinking water. Addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of 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 contamination.

mrem/year: Millirems per year (a measure of radiation absorbed by the body).

NA: Not applicable.

ND: Not detected.

NTU - Nephelometric Turbidity Units: Measurement of the clarity, or turbidity, of water.

Turbidity - A water clarity indicator that measures cloudiness of the water and is used to indicate the effectiveness of the filtration system. High turbidity can hinder the effectiveness of disinfectants.

pCi/L (picocuries per liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

pH: A measurement of acidity, 7.0 being neutral.

PHG: the level of a chemical contaminant in drinking water that does not pose a significant risk to health. PHGs are not regulatory standards.

ppm (parts per million): One-part substance per million parts water, or milligrams per liter.

ppb (parts per billion): One-part substance per billion parts water, or micrograms per liter.

ppt (parts per trillion): One-part substance per trillion parts water, or nanograms per liter.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Water Quality Statement

The City of East Palo Alto is required to sample for many different contaminants in your drinking water annually. The tables below only contain sample results for contaminants that were detected in your drinking water. Some contaminants are required to be sampled for less than annually and in these cases, the most recent sample results are provided below and the year they were collected.

Safe Drinking Water Hotline: (800) 426-4791

REGULATED CONTAMINANTS FROM SAN FRANCISCO PUBLIC UTILITIES COMMISSION (PURCHASED WATER)

Detected Contaminants	YEAR	UNIT	MCL	PHG OR (MCLG)	Range or Level Found	Average OR [Max]	Major Sources in Drinking Water
TURBIDITY							
Unfiltered Hetch Hetchy Water	2020	NTU	5	N/A	0.2- 057 ⁽²⁾	[2.1]	Soil Runoff
Filtered Water from Sunol Valley Water Treatment Plant (SVWTP)	2020	NTU	1 ⁽²⁾ Min 95% of samples ≤ 0.3 NTU ⁽²⁾	N/A	- 99.8% - 100%	[1] -	Soil Runoff
Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	2020	NTU	1 ⁽²⁾ Min 95% of samples ≤ 0.3 NTU ⁽²⁾	N/A	- 100%	[0.1] -	Soil Runoff

DISINFECTANT BYPRODUCTS AND PRECURSOR							
Total Trihalomethanes	2020	ppb	80	N/A	18.4 - 57.1	42.9	Byproduct of drinking water disinfection
Total Organic Carbon ⁽³⁾	2020	ppm	TT	N/A	1.7 - 3.4	2.2	Various natural and man-made sources

MICROBIOLOGICAL							
Giardia lamblia	2020	cyst/L		(0)	0 - 0.05	0.01	Naturally present in the environment

INORGANICS							
Fluoride (source water) ⁽⁴⁾	2020	ppm	2.0	1	0 - 0.07	0.3 ⁽⁵⁾	Erosion of natural deposits; water additive to promote strong teeth
Chloramines	2020	ppm	MRDL = 4.0	MRDLG = 4.0	2.78 - 3.10	2.92 avg	Byproduct of drinking water disinfection

1. These are monthly average turbidity values measured every 4 hours daily
2. There is no turbidity MCL for filtered water. The limits are based on the TT requirements for filtration systems.
3. Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the SVWTP only.
4. In May 2015, the SWRCB recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2016, the range and average of the fluoride levels were 0.5 ppm - 0.8 ppm and 0.6 ppm, respectively.
5. The natural fluoride level in the Hetch Hetchy supply was ND. Elevated fluoride levels in the SVWTP and HTWTP raw water are attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs.

CONSTITUENTS WITH SECONDARY STANDARDS							
	YEAR	UNIT	SMCL	PHG	Range	Average	Major Sources of Contaminant
Chloride	2020	ppm	500	N/A	<3 - 15	8.7	Runoff / leaching from natural deposits
Specific Conductance	2020	µS/cm	1600	N/A	30 - 260	160	Substances that form ions when in water
Sulfate	2020	ppm	500	N/A	1 - 34	17	Runoff / leaching from natural deposits
Total Dissolved Solids	2020	ppm	1000	N/A	<20 - 137	72	Runoff / leaching from natural deposits
Turbidity	2020	NTU	5	N/A	0 - 0.2	ND	Soil runoff

OTHER WATER QUALITY PARAMETERS						
	YEAR	UNIT	ORL	Range	Average	
Alkalinity (as CaCO ₃)	2020	ppm	N/A	6.7 - 138	55	
Calcium (as Ca)	2020	ppm	N/A	2.9 - 22	12	
Chlorate ⁽⁷⁾	2020	ppb	800 (NL)	67 - 480	240	
Hardness (as CaCO ₃)	2020	ppm	N/A	8.0 - 79	45	
Magnesium	2020	ppm	N/A	0.2 - 6.8	4.0	
Phosphate (Ortho)	2020	ppm	N/A	<0.03 - 0.11	0.04	
pH	2020	-	N/A	8.6 - 9.8	9.3	
Potassium	2020	ppm	N/A	0.3 - 1.3	0.8	
Silica	2020	ppm	N/A	2.8 - 7	4.8	
Sodium	2020	ppm	N/A	2.4 - 22	14	
Strontium	2020	ppb	N/A	14 - 242	110	

7. The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.

REGULATED CONTAMINANTS FROM THE CITY OF EAST PALO ALTO DISTRIBUTION SYSTEM

Substance (units)	Year Sampled	UNIT	MCL	PHG OR (MCLG)	Range OR Level Found	Average OR Max	Major Sources of Contaminant
DISINFECTANT AND DISINFECTION BY-PRODUCTS							
Total Trihalomethanes	2020	ppb	80	<40	24.2 - 50.2	37.1 avg	Byproduct of drinking water disinfection
Haloacetic Acids	2020	ppb	60	N/A	21 - 49.8	35.6 avg	Byproduct of drinking water disinfection
Chloramines	2020	ppm	MRDL = 4.0	MRDLG = 4.0	2.78 - 3.10	2.92 avg	Drinking water disinfectant added for treatment
MICROBIOLOGICAL CONTAMINANTS							
Substance (units)	Year Sampled	UNIT	MCL	MCLG	Tested Positive	Typical Source	
Coliform, Total	2020	-	No more than 1 positive monthly sample.	0	0	Naturally present in the environment	
LEAD AND COPPER							
Substance (units)	Year Sampled	UNIT	AL	PHG	90th Percentile	Detectable or Site Above AL	Typical Source
Lead	2020	ppb	.015	0.2	0.0011	0	Corrosion of household plumbing; Erosion of natural deposits
Copper	2020	ppm	1.3	0.3	0.0252	(.14 mg/l detected Site 24)	Corrosion of household plumbing; Erosion of natural deposits

REGULATED SECONDARY CONTAMINANTS FROM THE CITY OF EAST PALO ALTO TREATED GROUNDWATER

Substance (units)	Year Sampled	UNIT	MCL	PHG OR (MCLG)	Range OR Level Found	Average OR Max	Major Sources of Contaminant
Total Dissolved Solids	2020	ppm	1000	N/A	279 - 445	211 avg	Runoff / leaching from natural deposits
Chloride	2020	ppm	500	N/A	65 - 160	89 max	Runoff / leaching from natural deposits
Iron	2020	ppm	0.3	0.15	0 - 0.11	0.01 avg	Erosion of natural deposits
Manganese	2020	ppm	0.05	0.0025	0 - 0.01	0.01 avg	Erosion of natural deposits
Color	2020	CU	15	N/A	0 - 15	4.9 avg	Erosion of manmade/natural deposits
Odor	2020	TON	3	N/A	0	1 max	Erosion of manmade/natural deposits
Turbidity	2020	NTU	5	N/A	<0.10 - .28	0.65 max	Erosion of manmade/natural deposits

UNREGULATED CONTAMINANTS MONITORING RULE (UCMR4) FROM THE CITY OF EAST PALO ALTO

Substance (units)	Year Sampled	UNIT	Highest Level Detected	PHG OR (MCLG)	Range OR Level Found	Average OR Max	Typical Sources of Contaminant
Dichloroacetic Acid	2020	ug/L	8.5	N/A	.2 - 8.5	8.225 avg	By-product / drinking water disinfection
Trichloroacetic Acid	2020	ug/L	10	N/A	.5 - 10	9.875 avg	By-product / drinking water disinfection
Total Haloacetic Acid	2020	ug/L	19	N/A	.2 - 19	18.5 avg	By-product / drinking water disinfection
Total Haloacetic Acid UCMR4	2020	ug/L	19	N/A	.2 - 19	18.5 avg	By-product / drinking water disinfection
Total Haloacetic Acid Br	2020	ug/L	.34	N/A	.2 - .34	.34 max	By-product / drinking water disinfection
Bromochloroacetic Acid	2020	ug/L	.34	N/A	.3 - .34	.34 max	By-product / drinking water disinfection

KEY							
</≤	= Less than / Less than or equal to	AL	= Action Level	Max	= Maximum		
Min	= Minimum	N/A	= Not Applicable	ND	= Non - Detect		
NL	= Notification Level	NoP	= Number of Coliform Positive Samples	NTU's	= Nephelometric Turbidity Units		
ORL	= Other regulatory Level	ppb	= parts per billion	ppm	= parts per million		