



Pictured above: Hetch Hetchy Reservoir

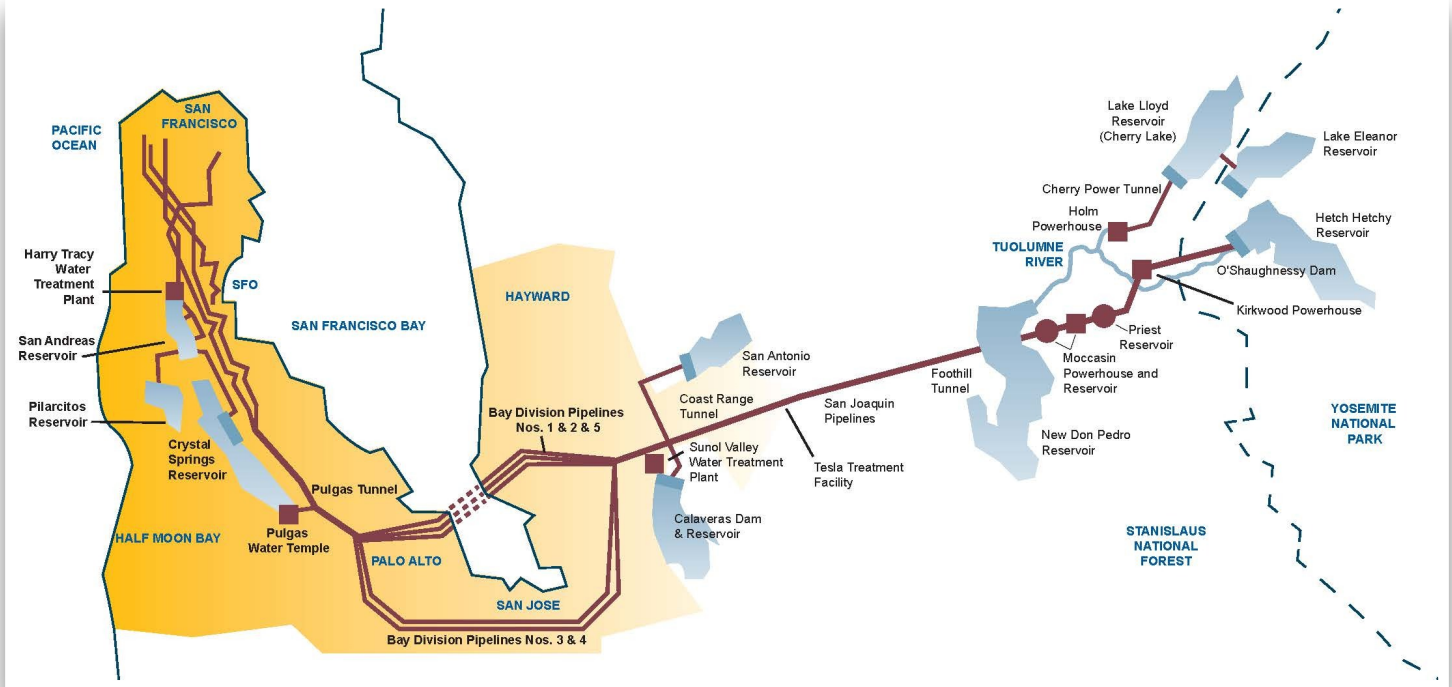
2020 CONSUMER CONFIDENCE REPORT

*Safe drinking water is our business
since 1944.*

This report contains important water quality information for the customers of the North Coast County Water District in Pacifica, CA.



WHERE DOES YOUR WATER COME FROM?



Supplied by the San Francisco Regional Water System (SFRWS), which is owned and operated by the San Francisco Public Utilities Commission (SFPUC), the North Coast County Water District's (NCCWD) major water source is in Yosemite National Park and originates from spring snowmelt flowing down the Tuolumne River to storage in Hetch Hetchy Reservoir. The well-protected Sierra water source is exempt from federal and state 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.

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.



Crystal Springs Reservoir, San Bruno

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

WATER SOURCES AND TREATMENT

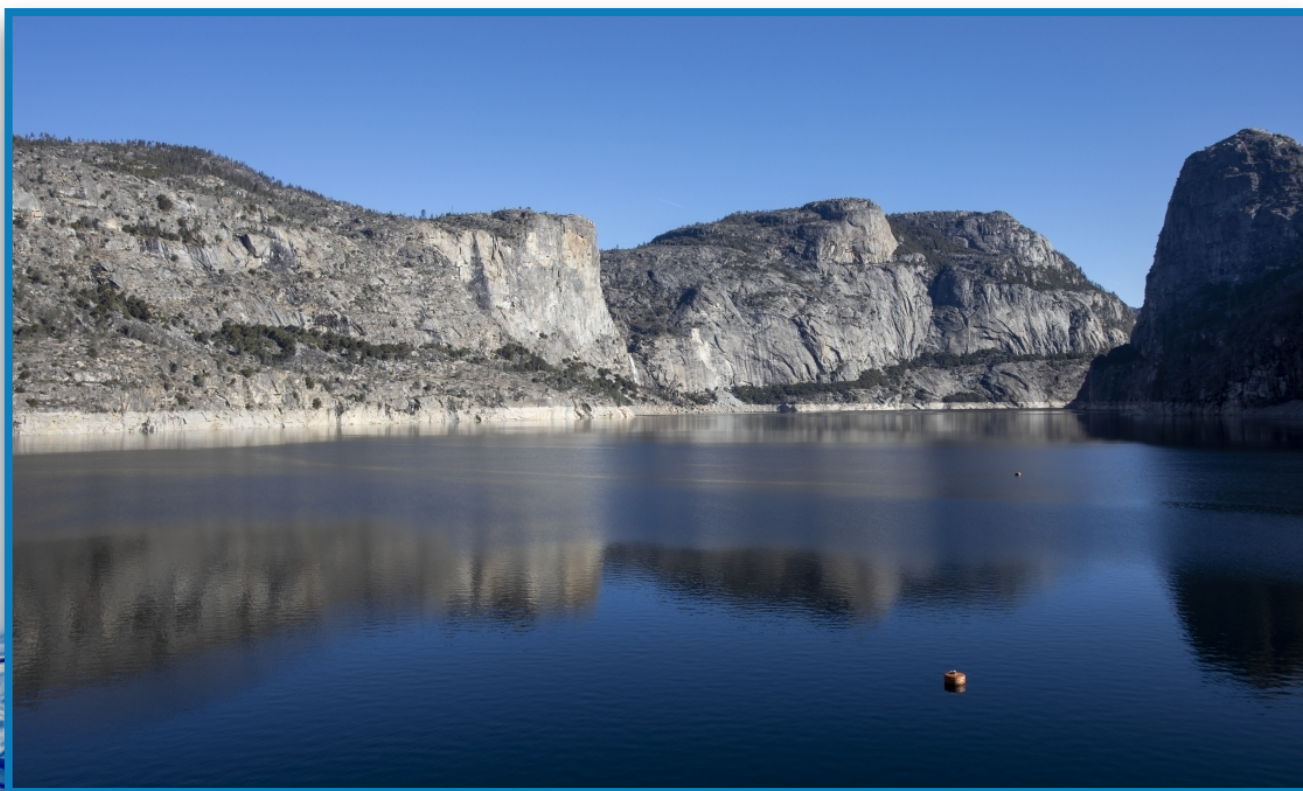
SFRWS Drinking Water Sources and Treatment

(continued)

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 DEPARTMENT

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.

District Laboratory

NCCWD monitors the water supply as it enters the system from SFPUC for turbidity and adequate chlorine residual concentration. To ensure that the water remains safe, NCCWD collects numerous samples each week from various locations in the distribution system to be analyzed for coliform bacteria, chlorine residual, pH, turbidity, and temperature. NCCWD employs a trained and experienced analyst who performs these tests at the District's State-certified laboratory.



Every three months, the District monitors the distribution system for trihalomethanes, or THMs, compounds formed when the chlorine used for disinfection reacts with naturally occurring organic compounds found in the source water. This monitoring indicates that THMs in the water are consistently at safe levels throughout the year.

Fire Hydrant Flushing

Although it may appear to be wasteful, flushing of hydrants is an important maintenance practice for our water system and allows us to deliver the highest quality water to our customers. Flushing removes mineral and sediment deposits that build up over time in our underground system of pipes. While the buildup is not harmful to customers, it can create taste and odor issues if not flushed out.



SPECIAL HEALTH CONSIDERATIONS

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 for 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.

This report contains important information about our drinking water.

Please contact the Water Quality Department at (650) 355-3462 or email info@nccwd.com for assistance.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Wholesale Agency a (650) 355-3462 para asistirlo en español con alguien que lo entienda bien. 此份水質報告，內有重要資訊。請找他人為你翻譯和解說清楚。

LEAD AND DRINKING WATER

About Lead in Drinking Water

Exposure to lead, if present, can cause serious health effects in all age groups, especially for pregnant women and young children. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. There are no known lead service lines in our water distribution system.

We are responsible for providing high quality drinking water and removing lead pipes in our distribution system, 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 by an American National Standards Institute accredited certifier to remove lead from drinking water. If you are concerned about lead in your water you may wish to have your water tested, call the District at (650) 355-3462 for a lead test. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.

As previously reported in 2019, 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.

Lead and Copper Tap Sampling Results

We conducted the triennial Lead and Copper Rule (LCR) monitoring in 2019, and these tap sampling results are accessible at www.nccwd.com/ccr. The next round of LCR monitoring will be conducted in 2022.

Lead Testing of Drinking Water in Schools

In early 2017, the State Board issued amendments to domestic water supply permits of community water systems so that kindergarten through 12th grade (K–12) schools could request assistance from their water provider to conduct water sampling for lead and receive technical assistance if an elevated lead sample was found. To further safeguard water quality in California's K–12 public schools, California Assembly Bill 746, effective January 1, 2018, required community water systems to test lead levels in drinking water at all California public K–12 schools, preschools, and child care facilities located on public school property constructed before January 1, 2010.

The District assisted local schools in our service area. Testing at schools on public property was completed by July 1, 2019, as required, while testing at private schools remained voluntary. To find out more about the Lead Sampling of Drinking Water in Schools initiative, visit waterboards.ca.gov/drinking_water/certlic/drinkingwater/leadsamplinginschools.html.

WATER QUALITY MONITORING

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 the SWRCB-DDW website waterboards.ca.gov/pfas and/or the USEPA website epa.gov/pfas.



Contaminants and Regulations

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

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

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

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

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

Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

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

KEY WATER QUALITY TERMS

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

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs or MCLGs as is economically and technologically feasible. Secondary MCLs (SMCLs) are set to protect the odor, taste, and appearance of drinking water.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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

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

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

Cryptosporidium is a parasitic microbe found in most surface water. 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.



WATER QUALITY DATA FOR 2020

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 accordance with regulatory guidance. SFRWS holds a SWRCB-DDW monitoring waiver for some contaminants in its surface water supply and therefore the associated monitoring frequencies are less than annual.

North Coast County Water District- Water Quality Data for Year 2020 ⁽¹⁾

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⁾	N/A	-	[0.4]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A	99.8% - 100%	-	Soil runoff
Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	NTU	1 ⁽³⁾	N/A	-	[0.1]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A	100%	-	Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total Trihalomethanes	ppb	80	N/A	9.7-41.5	[19.8] ⁽⁴⁾	Byproduct of drinking water disinfection
Haloacetic Acids	ppb	60	N/A	<2.0-28.0	[13.8] ⁽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 ⁽⁶⁾	-	NoP ≤ 5.0% of monthly samples	(0)	-	0	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	0.2-3.2	2.5 ⁽⁹⁾	Drinking water disinfectant added for treatment

CONSTITUENTS WITH SECONDARY STANDARDS	Unit	SMCL	PHG	Range	Average	Major Sources of Contaminant
Chloride	ppm	500	N/A	<3 - 15	8.7	Runoff / leaching from natural deposits
Specific Conductance	µS/cm	1600	N/A	30 - 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	3.8-595.0 ⁽¹⁰⁾	84.8	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	<1.0-24.0 ⁽¹¹⁾	5.5	Internal corrosion of household water plumbing systems

OTHER WATER QUALITY	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:	
< / ≤	= less than / less than or equal to
AL	= Action Level
Max	= Maximum
Min	= Minimum
N/A	= Not Available
ND	= Non-detect
NL	= Notification Level
NoP	= Number of Coliform-Positive Sample
NTU	= Nephelometric Turbidity Unit
ORL	= Other Regulatory Level
pCi/L	= picocurie per liter
ppb	= part per billion
ppm	= part 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 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) The district collected 40 samples per 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 2019. 1 of 31 site samples collected at consumer taps had copper concentrations above the AL.
- (11) The most recent Lead and Copper Rule monitoring was in 2019. 1 of 31 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.

STAY CONNECTED WITH NCCWD

Questions about your water? Contact Us for Answers.

For information or questions about this report, please call (650) 355-3462 or email info@nccwd.com.

A copy of this report is also available on our website at www.nccwd.com/ccr.

For more information about the health effects of the listed contaminants in this report, call the USEPA Safe Drinking Water Hotline at (800) 426-4791

Community Participation

The North Coast County Water District Board of Directors meet on the third Wednesday of each month. In person meetings will resume in late 2021, and will take place at the District office at 2400 Francisco Blvd., Pacifica. More information about regular meetings and events is available at www.nccwd.com/board-activities



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North Coast County Water District

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