



Pictured above: Hetch Hetchy Reservoir

2023 CONSUMER CONFIDENCE REPORT

***Safe drinking water is our business
since 1944.***



This annual report contains important water quality information for the customers of the North Coast County Water District (NCCWD) in Pacifica, California.

WHERE DOES YOUR WATER COME FROM?

All of the drinking water delivered by the North Coast County Water District (NCCWD) during 2023 was purchased from the San Francisco Public Utilities Commission (SFPUC). SFPUC provides 2.7 million customers in cities and towns across the region through its San Francisco Regional Water System (SFRWS) with water so high quality that it meets all federal and state standards. The major water source for the SFPUC is in Yosemite National Park and originates from spring snowmelt flowing down the Tuolumne River to storage in the Hetch Hetchy Reservoir.

Nearly all of the supply obtained by NCCWD comes from Crystal Springs and San Andreas Reservoirs. All the water stored in the local reservoirs is filtered and disinfected at the Harry Tracy Water Treatment Plant, located in San Bruno, prior to delivery to NCCWD.

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.

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.

Maintaining this variety of sources is an important component of our near- and long-term water supply management strategy. A diverse mix of sources protects us from potential disruptions due to emergencies or natural disasters, provides resiliency during

periods of drought, and helps us ensure a long-term, sustainable water supply as we address issues such as climate uncertainty, regulatory changes, and population growth.

To meet drinking water standards for consumption, all surface water sources including the upcountry non-Hetch Hetchy sources undergo treatment before it is delivered to our customers. While the water from Hetch Hetchy Reservoir is exempt from state and federal filtration requirements, it does receive the following treatment before being delivered for your consumption: disinfection using ultraviolet light and chlorine, 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 upcountry non-Hetch Hetchy sources is delivered to Sunol Valley Water Treatment Plant; whereas water from local reservoirs in San Mateo County is delivered to Harry Tracy Water Treatment Plant. Water treatment at these plants consists of filtration, disinfection, fluoridation, optimum corrosion control, and taste and odor removal. In 2023, neither upcountry non-Hetch Hetchy sources nor groundwater was used by the SFRWS.

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 NCCWD 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

WATER SOURCES AND TREATMENT

Watersheds Protection

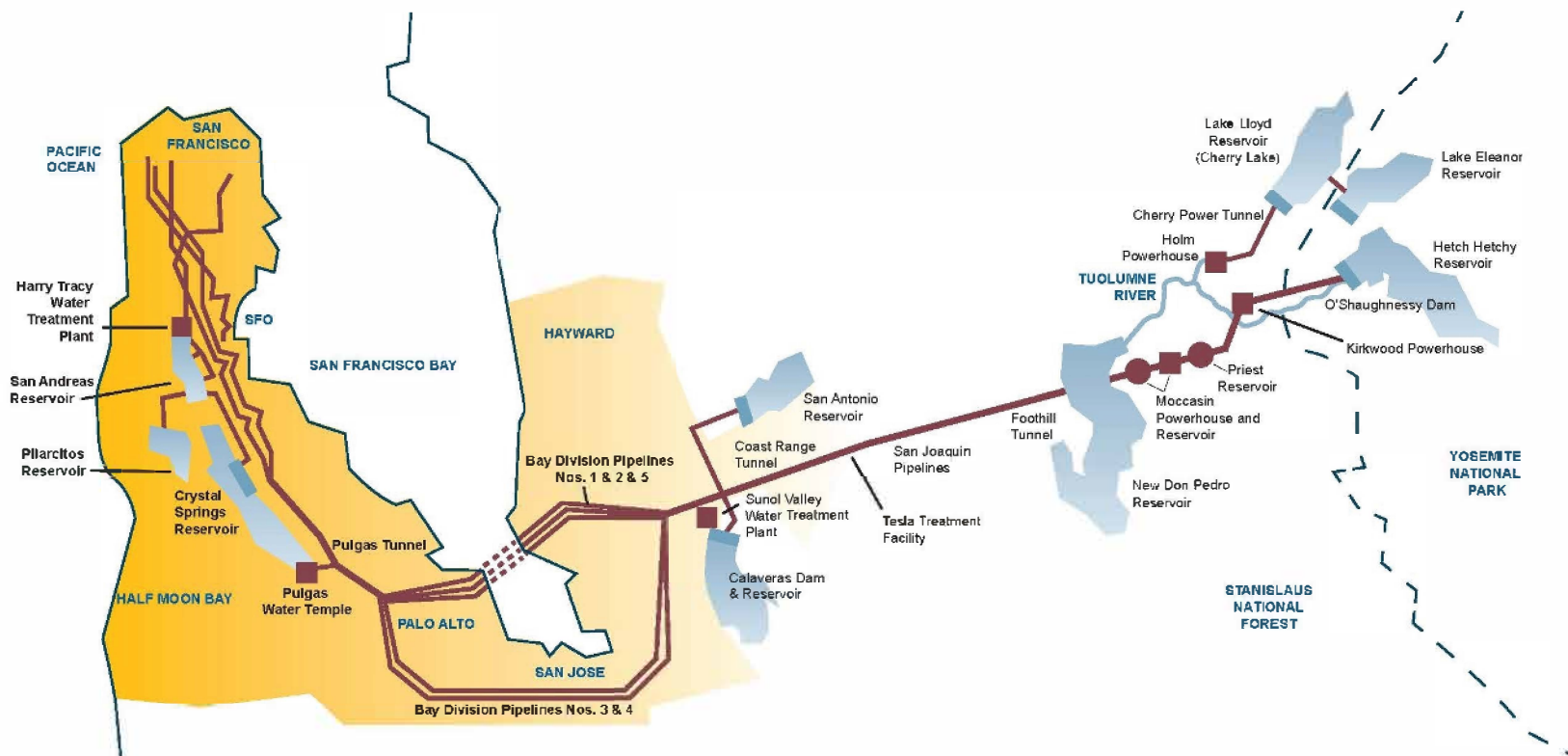
The SFPUC conducts watershed sanitary surveys for the Hetch Hetchy source annually and for non-Hetch Hetchy surface water sources every five years. The latest sanitary surveys for the non-Hetch Hetchy watersheds were completed in 2021 for the period of 2016-2020.

All these surveys, together with SFPUC's stringent watershed protection management activities, were completed with support from partner agencies including National Park Service and United States Forest Service. The purposes of these annual and quinquennial 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.

Wildfire, wildlife, livestock, 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) at 510-620-3474 for more information.

Map of SFRWS

The upcountry portion of the System begins with Hetch Hetchy Reservoir in Yosemite National Park. Impounded by O'Shaughnessy Dam, Hetch Hetchy Reservoir water passes through hydroelectric powerhouses before it enters the San Joaquin Pipelines, the Tesla Ultraviolet Treatment Facility, and the Coast Range Tunnel on its journey to the Bay Area. See map of system below.



OUR DISTRIBUTION SYSTEM



Pictured above: Artist rendering of the new Sheila Tank located on Sheila Lane in Pacifica. Expected completion mid-2025.

Water Quality

Together with the SFPUC, we regularly collect and test water samples from reservoirs and designated sampling points throughout the system to ensure the water delivered to you meets or exceeds federal and state drinking water standards. In 2023, the SFPUC conducted 49,610 drinking water tests in the source, transmission and distribution system. This is in addition to the extensive treatment process control monitoring performed by SFPUC'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. To ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the SWRCB 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.

SPECIAL HEALTH CONSIDERATIONS

Fluoridation and Dental Fluorosis

Mandated by State law, water fluoridation is a widely accepted practice proven safe and effective for preventing and controlling tooth decay. Our 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 the SWRCB if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB website: waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml, or the CDC website: cdc.gov/fluoridation.

Special Health Needs

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 epa.gov/safewater.

District Laboratory

NCCWD monitors the water supply as it enters NCCWD's system from the SFRWS 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.

Note: Beginning January 2024, the District will utilize the laboratories of the SFPUC during renovation of the District Headquarters. Samples will continue to be collected regularly by District staff, however, processing will be provided by the SFPUC.

TESTING YOUR DRINKING WATER

Drinking Water and Lead

Exposure to lead, if present, can cause serious health effects in all age groups, especially for pregnant women and young children. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. 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, 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 epa.gov/water/lead.

As previously reported, 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.

Boron Detection Above Notification Level in Source Water

In 2023, boron was detected at a level of 1.7 ppm in the raw water stored in Pond F3 East, one of the SFRWS's approved sources in the Alameda Watershed. Similar levels were also detected in the same pond. Although the detected value is above the California Notification Level (NL) of 1 ppm for source water, the water was typically delivered to San Antonio Reservoir where it was substantially diluted to below the NL before treatment at the Sunol Valley Water Treatment Plant. Boron is an element in nature and is typically released into air and water when soils and rocks naturally weather.

Note that while the sources identified above are not primary sources of water for our service area, the District will occasionally receive a blend from these sources when the Harry Tracy Treatment Plant is down for maintenance.

Unregulated Contaminant Monitoring Rule (UCMR 5)

The SFRWS conducted four consecutive quarters of monitoring at designated locations approved by the United States Environmental Protection Agency in 2023, and all results have been non-detected.

No PFAs Detected

PFAs are man-made chemicals that have been used in the industry and consumer products since the 1940s. We did not detect PFAs in our water. To learn more, visit the website: waterboards.ca.gov/pfas.

WATER QUALITY MONITORING

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 [epa.gov/safewater](https://www.epa.gov/safewater).

Pictured below: A wooden footbridge spans across the Wapama Falls that flow into the Hetch Hetchy reservoir.



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 2023. 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.

The USEPA and the Centers for Disease Control and Prevention 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.

This report is a snapshot of last year's water quality. The tables below list detected contaminants in our drinking water in 2023 and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The wholesaler holds a SWRCB monitoring waiver for some contaminants in the surface water supply and therefore their monitoring frequencies are less than annual.

North Coast County Water District - Water Quality Data for Year 2023 ⁽¹⁾

DETECTED CONTAMINANTS	Unit	MCL/TT	PHG or (MCLG)	Range or Level Found	Average or [Max]	Typical Sources in Drinking Water
TURBIDITY						
Unfiltered Hetch Hetchy Water	NTU	5	N/A	0.3 - 0.9 ⁽²⁾	[2]	Soil runoff
Filtered Water from Sunol Valley Water Treatment Plant (SVWTP)	NTU	1 ⁽³⁾	N/A	-	[0.2]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A	100%	-	Soil runoff
Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	NTU	1 ⁽³⁾	N/A	-	[0.6]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A	99.4% - 100%	-	Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total Trihalomethanes	ppb	80	N/A	17.9 - 42.4	31.3 ⁽⁴⁾	Byproduct of drinking water disinfection
Five Haloacetic Acids	ppb	60	N/A	12.0 - 34.8	25.4 ⁽⁴⁾	Byproduct of drinking water disinfection
Bromate	ppb	10	0.1	ND - 1.7	[1] ⁽⁵⁾	Byproduct of drinking water disinfection
Total Organic Carbon ⁽⁶⁾	-	TT (% Removal Ratio)	N/A	1.2 - 1.8	[1.5] ⁽⁵⁾	Various natural and man-made sources
MICROBIOLOGICAL						
<i>E. coli</i> ⁽⁷⁾	-	0 PS	(0)	-	0	Human or animal fecal waste
<i>Giardia lamblia</i>	cyst/L	TT	(0)	0 - 0.13	0.03	Naturally present in the environment
INORGANICS						
Fluoride ⁽⁸⁾	ppm	2.0	1	ND - 0.7	0.3 ⁽⁹⁾	Erosion of natural deposits; water additive to promote strong teeth
Nitrate (as N)	ppm	10	10	ND - 0.6	ND	Erosion of natural deposits
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	0.2 - 3.60	2.57 ⁽⁵⁾	Drinking water disinfectant added for treatment

CONSTITUENTS WITH SECONDARY STANDARDS	Unit	SMCL	PHG	Range	Average	Typical Sources in Drinking Water
Aluminum ⁽¹⁰⁾	ppb	200	600	ND - 82	ND	Erosion of natural deposits; some surface water treatment residue
Chloride	ppm	500	N/A	<3 - 17	8.7	Runoff / leaching from natural deposits
Color	Unit	15	N/A	<5 - 5	<5	Naturally-occurring organic materials
Iron	ppb	300	N/A	<6 - 42	19	Leaching from natural deposits
Manganese	ppb	50	N/A	<2 - 4.6	2.6	Leaching from natural deposits
Specific Conductance	µS/cm	1600	N/A	32 - 289	175	Substances that form ions when in water
Sulfate	ppm	500	N/A	1.2 - 36	17	Runoff / leaching from natural deposits
Total Dissolved Solids	ppm	1000	N/A	<20 - 153	84	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	0.1 - 0.6	0.3	Soil runoff

LEAD AND COPPER	Unit	AL	PHG	Range	90th Percentile	Typical Sources in Drinking Water
Copper	ppb	1300	300	11.7 - 779 ⁽¹¹⁾	217.5	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	<1.0 - 5.6 ⁽¹²⁾	2.41	Internal corrosion of household water plumbing systems

NON-REGULATED WATER QUALITY PARAMETERS	Unit	ORL	Range	Average
Alkalinity (as CaCO ₃)	ppm	N/A	3.1 - 103	46
Boron	ppb	1000 (NL)	22 - 65	40
Calcium (as Ca)	ppm	N/A	2.9 - 24	13
Chlorate ⁽¹³⁾	ppb	800 (NL)	30 - 749	141
Chromium (VI)	ppb	N/A	0.11 - 0.35	0.23
Hardness (as CaCO ₃)	ppm	N/A	7.5 - 86	46
Magnesium	ppm	N/A	0.2 - 8.4	4.7
pH	-	N/A	8.4 - 9.8	9.2
Potassium	ppm	N/A	0.3 - 1.7	1
Silica	ppm	N/A	4.4 - 9.4	6.2
Sodium	ppm	N/A	2.7 - 20	14
Strontium	ppb	N/A	14 - 331	139

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
NTU = Nephelometric Turbidity Unit
ORL = Other Regulatory Level
ppb = part per billion
ppm = part per million
PS = Number of Positive Sample
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) This is a TT requirement for filtration systems.

(4) This is the highest locational running annual average value.

(5) This is the highest running annual average value.

(6) Total organic carbon (TOC) is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the SVWTP only. In 2023, the range of the SVWTP effluent TOC levels were 0.6 ppm - 3.3 ppm.

(7) The MCL was changed *E. Coli* based starting on July 1, 2021 when the State Revised Total Coliform Rule became effective.

(8) The SWRCB recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2023, the range and average of the fluoride levels were 0.4 ppm - 2.6 ppm and 0.6 ppm, respectively.

(9) Natural fluoride in the Hetch Hetchy source was ND. Elevated fluoride levels in raw water to the SVWTP and the HTWTP were attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs.

(10) Aluminum also has a primary MCL of 1,000 ppb.

(11) The most recent Lead and Copper Rule monitoring was in 2022.

(12) The most recent Lead and Copper Rule monitoring was in 2022.

(13) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFRWS for water disinfection.

Note: Additional water quality data may be obtained by calling the North Coast County Water District phone number at 650-355-3462.

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 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. During construction of the District Headquarters, hybrid meetings will take place at the Sharp Park Restaurant at 2600 Francisco Blvd., Pacifica, and online by Zoom. More information about board meetings and other events is available at www.nccwd.com.

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