

# 2024 WATER QUALITY REPORT

CONSUMER CONFIDENCE REPORT

JUNE 2025



City of  
**Mountain View**

Hetch Hetchy Reservoir (SFPUC)

## YOUR WATER QUALITY

The City of Mountain View is dedicated to providing customers with a safe and reliable supply of high-quality drinking water. Mountain View performs over 2,000 water sample tests each year to continuously monitor water quality. This Consumer Confidence Report provides a summary of water quality sampling results and other important details about Mountain View's water system. The information provided in this report is from January to December 2024 and was prepared in accordance with the Federal Safe Drinking Water Act and State Water Resources Control Board (State Water Board) requirements. In 2024, Mountain View's drinking water met all Federal and State standards.

## SECURING OUR WATER FUTURE

Northern California experienced an unusually wet start to 2024. By the end of March, a series of atmospheric river events had filled reservoirs and improved water supplies across much of the state. The increasing intensity of weather patterns continues to challenge the resilience of our water systems. Despite these challenges, the City of Mountain View remains committed to providing safe and reliable drinking water to our community. This report describes the efforts and treatment processes used to protect your drinking water. Additionally, it highlights key infrastructure projects that Mountain View and its water wholesalers are working on to maintain a safe, high-quality drinking water supply.

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This report contains important information about your community's water quality. For translation assistance, please call 650-903-6145.

Este informe contiene información importante sobre la calidad del agua de su comunidad. Para obtener asistencia con la traducción, por favor comuníquese en el número de teléfono 650-903-6145.

本报告包含有关您所在社区水质的重要信息。如需翻译协助,请拨打电话 650-903-6145.

Этот отчёт содержит важную информацию о качестве водопроводной воды в вашем районе. Если вам нужна помощь с переводом, звоните по телефону 650-903-6145.



# YOUR DRINKING WATER

The City of Mountain View supplies approximately 8.5 million gallons of drinking water per day to nearly 18,000 customers using reservoirs, pump stations, wells, and approximately 190 miles of pipeline. The City obtains water from several sources to provide operational flexibility and reliability during system maintenance, changing water supply conditions, and emergencies. Mountain View's drinking water sources and treatments are described below.

## SAN FRANCISCO PUBLIC UTILITIES COMMISSION

The City purchases approximately 89 percent of its drinking water from the San Francisco Public Utilities Commission (SFPUC) Regional Water System. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is stored in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of SFPUC water include rainwater runoff collected in watersheds in Alameda, San Mateo, and Santa Clara counties.

Prior to reaching Mountain View, water from Hetch Hetchy Reservoir is treated using ultraviolet light and chlorine disinfection, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and chloramination to maintain disinfectant residual and minimize the formation of regulated disinfection byproducts. Water captured from local watersheds is treated using filtration, disinfection, fluoridation, pH adjustment, and taste and odor removal.

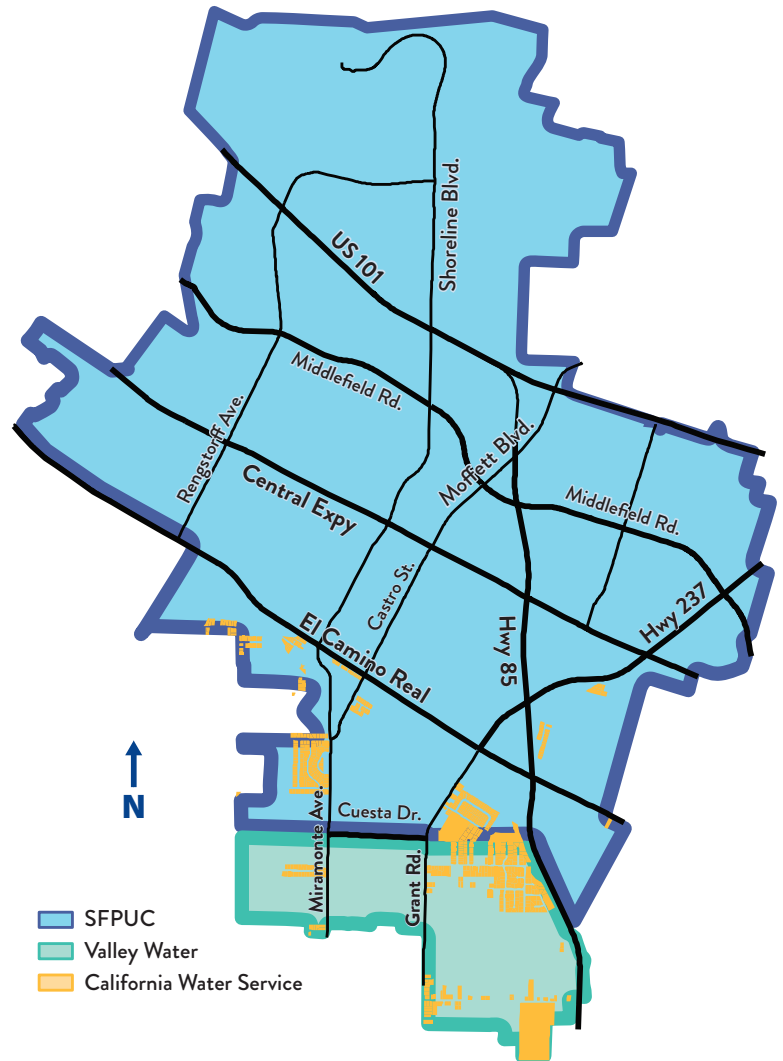
## VALLEY WATER

Approximately 9 percent of the City's potable water supply is purchased from the Santa Clara Valley Water District (Valley Water). Surface water is imported mainly from the South Bay Aqueduct, Dyer Reservoir, Lake Del Valle, and San Luis Reservoir, which all draw water from the Sacramento-San Joaquin Delta watershed. Calero Reservoir is Valley Water's local water source. Valley Water's three water treatment plants provide multiple barriers for physical removal of contaminants and disinfection of pathogens. Mountain View receives water from the Rinconada Water Treatment Plant in Los Gatos.

## CITY WELLS

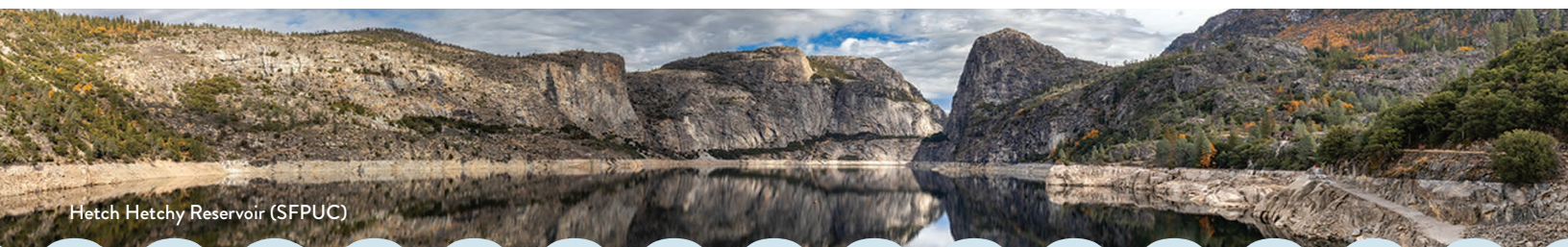
Two percent of the potable water supply comes from groundwater wells owned and operated by the City. Groundwater beneath Mountain View is present in two aquifers within the Santa Clara groundwater subbasin separated by natural clay formations. City wells are drilled deep into the lower aquifer where the clay formations and geology help protect the City's groundwater supply from contamination. Groundwater is blended with SFPUC water for distribution to City water customers. The City's wells also serve as a backup water supply during emergencies. Staff regularly tests water produced by City wells and conducts assessments to ensure the safety of the groundwater supply.

## WHERE YOUR WATER COMES FROM



## CALIFORNIA WATER SERVICE

California Water Service (CalWater) Los Altos Suburban District provides drinking water to some customers in the City of Mountain View. CalWater operates and maintains its own distribution system, separate from the City's system. For information about water quality for the CalWater service area, visit [CalWater.com](https://www.calwater.com) or call 650-917-0152.



Hetch Hetchy Reservoir (SFPUC)

# PROTECTING SOURCE WATERS

## DRINKING WATER SOURCE ASSESSMENT PROGRAMS

To give water utilities the information they need to protect their drinking water sources, the Safe Drinking Water Act requires states to develop U.S. Environmental Protection Agency (EPA) approved programs to carry out assessments of all source waters. A Drinking Water Source Assessment is a study that defines the land area contributing water to each public water system, identifies the major potential sources of contamination that could affect the drinking water supply, and determines how susceptible the public water supply is to this potential contamination. Utilities use the study results to reduce potential sources of contamination and protect drinking water. Studies have been conducted for all three City of Mountain View potable water supplies and are available for review at the State Water Resources Control Board, Division of Drinking Water District Office, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, California, 94804, 510-620-3474.



Calaveras Reservoir (SFPUC)

## SAN FRANCISCO PUBLIC UTILITIES COMMISSION

The SFPUC conducts watershed sanitary surveys for its Hetch Hetchy source annually and for local water sources every five years. The latest sanitary surveys for non-Hetch Hetchy watersheds (e.g., Lake Eleanor, Lake Cherry, parts of the Tuolumne River) were completed in 2021 for the period of 2016–2020. These surveys evaluated the sanitary condition, water quality, potential contamination sources, and watershed management activities, and were completed with support from partner agencies, including the National Park Service and U.S. Forest Service. These surveys identified wildlife, livestock, wildfire, and human activities as potential contamination sources. Prior to distribution, SFPUC's drinking water meets all Federal and State regulations.



San Luis Reservoir (Dept. of Water Resources)

## VALLEY WATER

Valley Water's imported and local source waters are vulnerable to potential contamination from a variety of land use practices such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. Water from imported sources is also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildfires in open space areas. Commercial stables and historic mining practices may also be sources of contamination to local water sources. No contaminants associated with any of these activities were detected in Valley Water's treated water in 2024. For more information, visit [ValleyWater.org](https://www.valleywater.org).

## CITY WELLS

Source assessments for Mountain View's drinking water wells indicated that the City's groundwater is potentially vulnerable to contamination from auto repair shops and leaking underground storage tanks, but noted these potential impacts are likely to be confined to the upper aquifer. The City's wells extract water from the lower aquifer.

## WATER SUPPLY UPDATE

The California Department of Water Resources conducts an annual snowpack survey the first week of April to determine how much water will be available for the coming water year. The annual Sierra Nevada snowpack measurement marks a seasonal transition from accumulation of snow, to melt and runoff into reservoirs and waterways.

The April 2024 Sierra snowpack measured at 113 percent of normal. A series of rainstorms brought much-needed precipitation across the State, leading to another year of above-average snowpack and water storage levels.

Calendar year 2024 ended with a dry and warm autumn, but late winter storms swept across the State in early 2025, delivering another round of above-average snowfall in the Sierra Nevada. The snowpack for April 2025 was 90 percent of normal, reflecting a third straight year of near-average to above-average snowfall. Mountain View and its wholesalers remain in "normal" water supply conditions with no local drought declarations during 2024.



2024 Sierra Nevada Snow Survey  
(Dept. of Water Resources)

# PROTECTING YOUR HEALTH

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The presence of contaminants does not necessarily indicate the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, and some elderly and infants can be particularly at risk from infections. These individuals should seek advice from their health-care providers about drinking water. Guidelines from the EPA and Center for Disease Control on ways to lessen the risk of infection from *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.

## WATER QUALITY MONITORING

**LEAD:** To comply with State and Federal regulations, the City conducts lead testing every three years. Water samples are tested from representative homes throughout the City and the results are published on Page 5 of this report. As part of efforts to remove lead pipes from water systems nationwide, the State Water Board and EPA require all water systems to create an inventory of the materials used in their water service lines. Past evaluations, along with the current 2024 inventory, confirm that there are no lead service lines in the City's water system. The lead service line inventory is available online at [MountainView.gov/WaterQuality](https://MountainView.gov/WaterQuality).

Lead in drinking water comes primarily from materials and components associated with water service lines and home plumbing. If present in your household water, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. The City of Mountain View is responsible for providing high-quality drinking water in its distribution system but does not control the variety of materials used in private plumbing components. If you are concerned about lead in your water, you may wish to have your water tested independently and flush your tap for 30 seconds to 2 minutes after long periods of nonuse. Testing can be performed using an over-the-counter lead testing kit, commonly available at local hardware stores or through a certified drinking water laboratory. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at [EPA.gov/lead](https://EPA.gov/lead).

### PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS):

PFAS are widely used, long-lasting chemicals that break down very slowly over time. Due to their widespread use and their persistence in the environment, many PFAS have been detected in people and animals all over the world and are present at low levels in a variety of food products and in the environment. There are thousands of PFAS chemicals, and they are found in many different consumer, commercial, and industrial products. This makes it challenging to

study and assess the potential human health and environmental risks. Mountain View has conducted four consecutive quarters of PFAS monitoring in drinking water, with the most recent test completed in 2023. No PFAS were detected in these samples. PFAS monitoring will continue on a triennial schedule.

**NITRATE:** Nitrate in drinking water at levels above 10 milligrams per liter (mg/L) is a health risk for infants less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of an infant's blood to carry oxygen, resulting in serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals such as pregnant women and those with specific enzyme deficiencies. If you are caring for an infant or you are pregnant, you should seek advice from your health care provider. Nitrate levels in Mountain View's water do not exceed regulatory health levels.

**CRYPTOSPORIDIUM:** *Cryptosporidium* is a parasitic microbe found in surface water. The City's wholesale water suppliers regularly test for this waterborne pathogen, and SFPUC found it at very low levels in source water and treated water in 2024. However, current test methods approved by the EPA do not distinguish between dead organisms and those capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis with 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.

**CHLORAMINE DISINFECTANT:** Drinking water provided to the City of Mountain View by the SFPUC and Valley Water is disinfected using chloramine. Although people and animals can safely drink chloraminated water, chloramine must be removed or neutralized for some special users, including some business and industrial customers, kidney dialysis patients, and customers with fish and amphibian pets. More information on chloramine is available at [EPA.gov/dwreginfo/chloramines-drinking-water](https://EPA.gov/dwreginfo/chloramines-drinking-water).

## DRINKING WATER CONTAMINANTS

The sources of drinking water include rivers, lakes, streams, 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 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, and wildlife.

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

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

**Organic chemical contaminants**, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

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

In order to ensure that tap water is safe to drink, the EPA and the State Water Board regulate the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration sets standards for bottled water (based on EPA standards) to provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.



WATER QUALITY DATA

SFPUC, Valley Water, and the City of Mountain View regularly collect and test water samples from reservoirs, wells, and designated sampling points to ensure the water supplied to Mountain View customers meets State and Federal drinking water standards. This table provides an analysis of the results of water samples collected in 2024. The table contains test results for substances detected in the water. Sample results that are below regulatory detection limits are not listed. The presence of a substance does not necessarily indicate the drinking water poses a health risk.

IMPORTANT DEFINITIONS

**Detection Limit for Purposes of Reporting (DLR):** The minimum detection level established by the State Water Board for purposes of reporting constituent that may be found in drinking water. Constituent levels below the DLR are considered to be zero.

**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 a 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 E.coli MCL violation has occurred and/or why total coliform bacteria have been found in a 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 smell, 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 health risk. MCLGs are set by the EPA.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. Disinfection 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 health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Notification Level (NL):** Notification levels are health-based advisory levels established by the State Water Board for chemicals in drinking water that lack maximum contaminant levels (MCLs). When chemicals are found at concentrations greater than their notification levels, certain notification requirements and recommendations apply.

**Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected health risk. PHGs are set by the Office of Environmental Health Hazard Assessment within the California Environmental Protection Agency. Detailed reports of the City's PHG testing are available at [MountainView.gov/CCR](#).

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

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

**Secondary Maximum Contaminant Level (SMCL):** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with Secondary Drinking Water Standards do not affect 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:** State Water Board permission to exceed an MCL or not comply with a treatment technique under certain conditions.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR 2024 (1)										
Detected Contaminants	Parameters				Water Source					
Primary Health Related Constituents	Units	DLR	MCL	PHG or MCLG	SFPUC Range	SFPUC Avg. or [Max]	Valley Water Range	Valley Water Avg. or [Max]	CMV Wells Range (2)	Typical Source in Drinking Water
Turbidity										
Unfiltered Hetch Hetchy Water	NTU	—	5	NS	0.3 – 0.5 (3)	[2.1] (4)	—	—	—	Soil run-off
Filtered Water (turbidity)	NTU	—	TT (5)	NS	—	[0.4]	—	[0.30]	—	Soil run-off
Filtered Water (percentage of time)	—	—	TT (5)	NS	99.97%	—	100%	—	—	Soil run-off
Microbiological										
Giardia lamblia	Cyst/L	—	TT	0	0 – 0.06 (6)	0.02 (6)	—	—	—	Naturally present in the environment
Organic Chemicals										
Total Organic Carbon (7)	ppm	NS	TT	NS	1.1 – 1.8	1.5	1.2 – 2.0	1.6	—	Various natural and man-made sources
Inorganic Chemicals										
Fluoride (8)	ppm	0.1	2	1	0.5 – 0.8 (9)	0.7 (9)	ND – 0.11	ND	ND – 0.13	Erosion of natural deposits
Nitrate (as N)	ppm	0.4	10	10	ND – 0.4	ND	ND – 0.7	ND	3.4 – 6.3	Erosion of natural deposits
Radionuclides										
Gross Alpha Particle Activity	pCi/L	3	15	0	—	—	3.3 (10)	3.3	—	Erosion of natural deposits
Uranium	pCi/L	1	20	0.43	—	—	1.3 (10)	1.3	—	Erosion of natural deposits
Constituents with Secondary Standards										
Aluminum	ppb	NS	200	600	ND – 59	ND	—	—	ND	Erosion of natural deposits
Chloride	ppm	NS	500	NS	<3 – 9.9	4.9	47 – 53	50	28 – 62	Run-off/leaching from natural deposits
Color	Unit	NS	15	NS	—	—	ND – 3	2	ND	Naturally occurring organic materials
Odor	TON	NS	3	NS	—	—	1.4 – 2.0	1.6	ND	Naturally occurring organic materials
Iron	ppb	NS	300	NS	<6 – 41	20	—	—	ND	Leaching from natural deposits
Manganese	ppb	NS	50	NS	<2 – 2.7	<2	—	—	ND	Leaching from natural deposits
Specific Conductance	µS/cm	NS	1600	NS	31 – 317	174	414 – 522	466	560 – 770	Substances that form ions when in water
Sulfate	ppm	NS	500	NS	1 – 41	21	57 – 80	66	31 – 38	Run-off/leaching from natural deposits
Total Dissolved Solids	ppm	NS	1000	NS	24 – 169	97	238 – 298	268	330 – 490	Run-off/leaching from natural deposits
Turbidity	NTU	NS	5	NS	0.1 – 0.4	0.2	0.02 – 0.30	0.04	ND – 0.06	Soil run-off
Other Water Constituents Analyzed										
Alkalinity (as CaCO3)	ppm	NS	NS	NS	7.4 – 120	56	68 – 87	77	220 – 250	Naturally occurring
Barium	ppb	100	1000	2000	—	—	—	—	130 – 140	Naturally occurring
Boron	ppb	NS	[1000]	NS	2–65	44	114 – 151	133	ND – 140	Naturally occurring
Calcium (as Ca)	ppm	NS	NS	NS	3.2 – 28	15	19 – 28	23	60 – 84	Naturally occurring
Chlorate	ppb	NS	[800]	NS	24 – 597 (11)	134 (11)	—	—	—	Naturally occurring
Chromium (VI)	ppb	0.1	10	0.02	ND – 0.1	0.1 (12)	—	—	0.36 – 1.6 (12)	Naturally occurring
Hardness (as CaCO3)	ppm	NS	NS	NS	8.4 – 106	57	93 – 133	111	220 – 339	Naturally occurring
Lithium	ppb	9	NS	NS	<2 – 4	2	—	—	—	Naturally occurring
Magnesium	ppm	NS	NS	NS	0.2 – 9.5	4.9	11 – 16	13	17 – 31	Naturally occurring
pH	—	NS	NS	NS	—	—	7.5 – 8.0	7.7	7.34 – 7.89	Naturally occurring
Phosphate	ppm	NS	NS	NS	—	—	0.96 – 1.16	1.07	—	Naturally occurring
Potassium	ppm	NS	NS	NS	—	—	2.6 – 3.3	3	1.0 – 1.1	Naturally occurring
Silica	ppm	NS	NS	NS	4.9 – 9.9	7.4	11 – 12	12	—	Naturally occurring
Sodium	ppm	NS	NS	NS	3.1 – 24	13	45 – 49	47	32 – 37	Naturally occurring
Vanadium	ppb	NS	[50]	NS	—	—	1 – 2	2	4.3 – 6.4	Naturally occurring

MOUNTAIN VIEW DRINKING WATER (1)	Units	DLR	MCL [AL]	PHG	Range or [Avg]	Typical Source in Drinking Water
Turbidity	NTU	—	5	NS	ND – 0.75	Soil run-off
Organic Chemicals						
Total Trihalomethanes (TTHMs)	ppb	—	80	NS	34.1 – 52.2 (13)	Byproduct of drinking water chlorination
Total Haloacetic Acids (HAA-5s)	ppb	—	60	NS	14.6 – 47.8 (13)	Byproduct of drinking water chlorination
Other Water Constituents Analyzed						
Fluoride (8)	ppm	0.1	2	1	[0.78]	Naturally occurring and added for treatment
Total Chlorine	ppm	—	MRDL=4	MRDLG=4	[2.76]	Water disinfectant added for treatment
Free Ammonia	ppm	NS	NS	NS	[0.05]	Water disinfectant added for treatment
Customer Tap Lead and Copper Sampling						
Lead (14)	ppb	5	[15]	0.2	ND	Corrosion of household plumbing
Copper (14)	ppm	0.05	[1.3]	0.3	0.12	Corrosion of household plumbing

—	Non Applicable
<	Less Than
CMV	City of Mountain View
Csy/L	Cysts per Liter
EPA	Federal Environmental Protection Agency
ND	Non-Detect
NS	No Standard
NTU	Nephelometric Turbidity Unit
Oocyst/L	Oocysts per Liter
pCi/L	picocuries per liter
ppb	parts per billion (equal to micrograms per liter)
ppm	parts per million (equal to milligrams per liter)
SFPUC	San Francisco Public Utilities Commission
TON	Threshold Odor Number
µS/cm	microSiemens per centimeter

FOOTNOTES

- (1) All results met State and Federal drinking water health standards.
- (2) CMV well sampling is conducted in accordance with regulatory schedules.
- (3) Turbidity is measured every four hours daily. Values shown are monthly average turbidity values.
- (4) The maximum turbidity value shown reflects the highest single daily measurement recorded.
- (5) Turbidity limits are based on the TT requirements in the State drinking water regulations, which require filtered water turbidity to be equal to or less than 0.3 NTU a minimum of 95 percent of the time.
- (6) Current test methods approved by the EPA do not distinguish between dead organisms and those capable of causing disease. Water treatment techniques are implemented to address health concerns from microbial contaminants.
- (7) Total organic carbon is a precursor for disinfection byproduct formation. The values reported are from the Tesla Treatment Facility and Rinconada Water Treatment Plant.
- (8) Fluoride occurs naturally in source waters from the SFPUC, Valley Water, and City wells. The City of Mountain View and SFPUC add fluoride to meet State Water Board required levels. Contact your local health provider or visit the CDC website at [CDC.gov/Fluoridation](#) if you have questions or concerns about fluoride.
- (9) Compliance with the fluoride MCL is not based on a single sample result, but on 80% of samples being within a control range. In 2024, the range and average of the fluoride levels in SFPUC’s treated water were 0.5 ppm - 0.8 ppm and 0.7 ppm, respectively.
- (10) Radioactive monitoring is conducted every nine years. Gross Alpha Particle Activity and uranium were detected in San Luis Reservoir during the last reported testing round in 2022.
- (11) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- (12) Additional details related to Chromium (VI) are included in the City’s 2025 Public Health Goals (PHG) Report, posted at [MountainView.gov/CCR](#).
- (13) The reported data for TTHMs and HAA-5s describes the range of the running annual average value.
- (14) The Lead and Copper Rule monitoring results for 2022, the most recently required testing, comply with the EPA health regulations. None of the 40 water samples collected at the consumer taps had lead or copper concentrations above the regulatory Action Level. Value reported is the 90th percentile.

# SECURING OUR WATER FUTURE

Mountain View and its water wholesalers are committed to delivering safe, high-quality drinking water under all conditions, whether during drought, emergencies, or periods of normal supply. Strong regional partnerships, a diversified water supply portfolio, and robust emergency response plans help ensure reliable access to clean water for the community.

City field operations personnel serve as frontline responders, often being first on the scene during emergencies such as utility repairs, road closures, and natural disasters. On-call staff continuously monitor the City's water infrastructure and are prepared to respond quickly to any disruptions. Through these collaborated efforts, Mountain View remains dedicated to providing residents with a secure and resilient water supply.



Mountain Tunnel Improvement Project (SFPUC)

## WATER SUPPLIER PROJECTS

The SFPUC continued construction work on the Hetch Hetchy Capital Improvement Program in 2024. As part of this effort, the O'Shaughnessy Dam at Hetch Hetchy Reservoir received new bulkheads to ensure the safe and reliable isolation of existing gates and valves, along with replacement valves to allow for more precise control of downstream water releases.

Upon leaving Hetch Hetchy Reservoir, SFPUC's water supply moves through the Canyon Tunnel and into the Mountain Tunnel, where a flow control facility shaft measuring 150-feet-long and new control valves were installed near the tunnel's end at Priest Reservoir. As part of the ongoing Mountain Tunnel Improvement Project, these upgrades enhance pressure control, protect the tunnel lining, and improve overall operational flexibility.

Further downstream, water flows through the San Joaquin Pipeline, where a new 48-mile-long surge pipe was installed. This surge pipe helps protect the pipeline system from pressure surges caused by sudden changes in flow, such as during emergency shutdowns or valve closures.

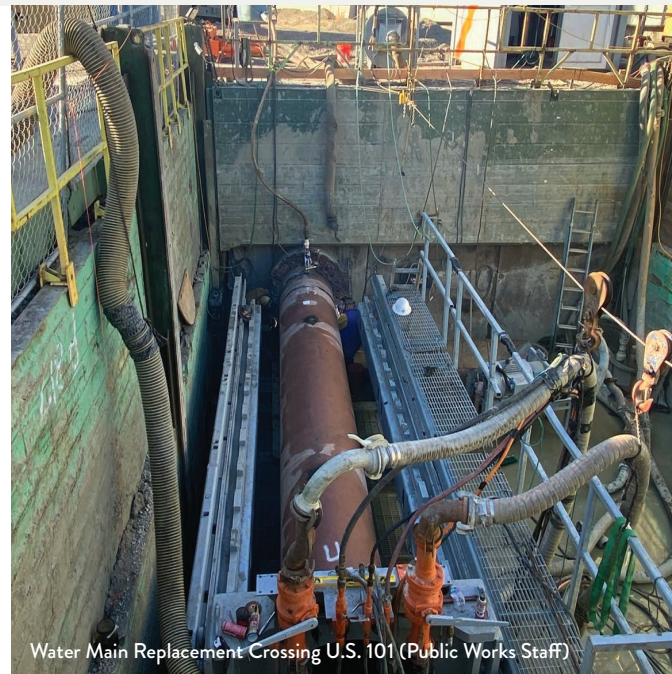
Valley Water advanced to Phase 4 of the Rinconada Water Treatment Plant Reliability Improvement Project in 2024. Construction included the foundation for a new Chlorine Contact Basin, which will enhance the treatment and disinfection of drinking water. In addition to the basin, two large filter pipes were installed to improve seismic stability and increase the overall safety and reliability of the water treatment process.

Significant progress was also made on the Anderson Dam Seismic Retrofit Project. In 2024, crews completed 1,736 feet of tunnel excavation adjacent to the dam. This new tunnel will improve operational control over reservoir water levels and expand the capacity to release water in emergency situations. The retrofit project is designed to enhance earthquake resilience and ensure safe, reliable water storage.

## MOUNTAIN VIEW PROJECTS

A new pressure reducing valve (PRV) and vault were installed on North Whisman Road at Evandale Avenue to improve the reliability of water distribution between pressure zones. PRVs regulate and balance water pressure across different areas of the system. In the event of a water main break or other emergency, the PRV helps ensure reliable water delivery. When pressure drops on one side, the valve adjusts to increase pressure on the other side, which maintains consistent supply.

As part of the Water and Sewer Main Replacement Crossing U.S. 101 project, approximately 3,710 linear feet of new water main was installed beneath Highway 101, using a combination of microtunneling and open trench construction. Approximately 100-feet of water main replacement was also completed at the end of Terminal Boulevard to restore a secondary domestic water connection to Shoreline Park. This small section of pipe improved water flow in the area, provided an additional access point for water to enter Shoreline Park in an emergency, and enhance overall water quality through better circulation. In residential neighborhoods, approximately 1,000 linear feet of water main was replaced along Thaddeus Drive and Emmons Drive (from West Middlefield Road to Alvin Street), and 1,400 linear feet was upgraded along Whitney Drive (from Mayfield Avenue to Hamilton Avenue) and Parker Court.



Water Main Replacement Crossing U.S. 101 (Public Works Staff)





City of Mountain View Water Operations and Distribution Staff (Tammie Cravalho)

## Request a Copy of This Report

This 2024 Consumer Confidence Report is posted online at [MountainView.gov/CCR](https://MountainView.gov/CCR). Please call 650-903-6241 or email [WaterQuality@MountainView.gov](mailto:WaterQuality@MountainView.gov) if you would like a paper copy of this report mailed to you.

## City Contact Information

### Water Distribution

Public Services Division  
231 North Whisman Road  
Mountain View, CA 94043  
Tel: 650-903-6329  
Business Hours: 8:00 a.m. to 4:00 p.m. (M-F)  
Emergency Hours: 24 hours (7 days)

### Water Quality Technician

Tel: 650-903-6241  
Email: [WaterQuality@MountainView.gov](mailto:WaterQuality@MountainView.gov)  
Website: [MountainView.gov/WaterQuality](https://MountainView.gov/WaterQuality)

### Ask Mountain View Online

[MountainView.gov/AskMV](https://MountainView.gov/AskMV)

### Utility Billing

Finance and Administrative Services  
500 Castro Street, second floor  
Mountain View, CA 94041  
Tel: 650-903-6317  
Business Hours: 8:00 a.m. to 5:00 p.m. (M-F)

## To Get Involved

Members of the public are encouraged to attend Mountain View City Council meetings to provide input on decisions that affect Mountain View's water. Information about meeting dates and agendas can be found online at [MountainView.gov](https://MountainView.gov) or by calling the City Clerk's Office at 650-903-6304.

### City Council Meetings

**2nd and 4th Tuesdays, 6:30 p.m.**  
Please check the website for future updates regarding the status, date, and time for all City Council Meetings.

## More Information

### Public Health Goals Report

[MountainView.gov/CCR](https://MountainView.gov/CCR)

### Valley Water

408-265-2600  
[ValleyWater.org](https://ValleyWater.org)

### San Francisco Public Utilities Commission

415-554-3289  
[SFPUC.gov](https://SFPUC.gov)

### State Water Resources Control Board

510-620-3474  
[WaterBoards.ca.gov/drinking\\_water](https://WaterBoards.ca.gov/drinking_water)

### U.S. EPA Safe Drinking Water Hotline

800-426-4791  
[EPA.gov/safewater](https://EPA.gov/safewater)

### California Water Service—Los Altos District

650-917-0152  
[CalWater.com](https://CalWater.com)

TO REPORT SUSPICIOUS ACTIVITIES OR PERSONS, PLEASE DIAL 911