



# City of Santa Clara

The Center of What's Possible

## Water and Sewer Utilities

1500 Warburton Avenue  
Santa Clara, CA 95050

Phone (408) 615-2000  
Fax (408) 247-0784  
[www.SantaClaraCA.gov](http://www.SantaClaraCA.gov)

State Water Resources Control Board  
Division of Drinking Water  
Attn: Jose Lozano  
850 Marina Bay Parkway, Building P, 2nd Floor  
Richmond, CA 94804-6403

August 19, 2020

Re: 2020 Consumer Confidence Report Certification

Dear Mr. Lozano:

Enclosed you will find the City of Santa Clara's 2020 Consumer Confidence Report (CCR), along with the publication it was distributed in to all addresses, including P.O. boxes, within City limits. The CCR was an insert in Inside Santa Clara newspaper and the newspaper was distributed in zip codes 95050, 95051, 95052, 95054, 95055 and 95056 on the second week of June. Additional copies are available at public counters at City facilities.

Electronic distribution of CCR was through the Department's City Web site, under the Water Quality page, and posted the week of June 19, 2020 where it remains accessible.

Please feel free to contact me with any questions or concerns at [dasuncion@santaclaraca.gov](mailto:dasuncion@santaclaraca.gov) or (408) 615-2009.

Sincerely,

Diane Asuncion  
Acting Compliance Manager

**Consumer Confidence Report  
Certification Form**  
(to be submitted with a copy of the CCR)

(To certify electronic delivery of the CCR, use the certification form on the State Board's website at  
[http://www.swrcb.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml))

Water System Name: City of Santa Clara

Water System Number: 4310012

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 3, 2019 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water.

Certified by: Name: Diane Asuncion

Signature: 

Title: Acting Compliance Manager

Phone Number: (408) 615-2009

Date: 08/19/2020

*To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:*

☒ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: \_\_\_\_\_

☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☒ Posting the CCR on the Internet at <https://santaclaraca.gov/home/showdocument?id=67985>
- ☒ Mailing the CCR to postal patrons within the service area **95050, 95051, 95052, 95053, 95054, 95055, 95056 (addresses and PO boxes)**
- ☐ Advertising the availability of the CCR in news media (attach copy of press release)
- ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
- ☒ Posted the CCR in public places **City Hall, City Libraries, Community Recreation Center**
- ☒ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools **(Delivered via Inside Santa Clara, official City newspaper delivered to all residents and businesses)**
- ☐ Delivery to community organizations (attach a list of organizations)
- ☐ Other (attach a list of other methods used)

☒ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following address: <https://santaclaraca.gov/home/showdocument?id=67985>

☐ For investor-owned utilities: Delivered the CCR to the California Public Utilities Commission

*This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).*

# Water Quality Consumer Confidence Report 2020

*The City of Santa Clara is committed to providing our customers with a safe and reliable supply of high-quality drinking water.*



**Report  
Contains  
Water Quality  
Monitoring  
Results**

**Each year, we publish a water quality report called the Consumer Confidence Report (CCR).** It contains the latest water-quality monitoring results obtained through the end of 2019. The CCR answers some of the most common water-quality questions asked by our customers.

To ensure our water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of specific contaminants in water provided by public water utility. The U.S. Food and Drug Administration regulations and California law establishes limits for contaminants in bottled water that provide the same protection for public health.

This report adheres to the requirements of the Safe Drinking Water Act and State regulations. Although the water you receive is tested for more than 100 potential contaminants and 48 other parameters, the majority of the potential contaminants are never detected. To simplify the CCR, only the constituents that were detected in at least one water source appear in the water quality table. We are also required by the State Water Board to provide additional information about certain constituents that appear on the water quality table even though our water meets all applicable drinking water standards. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

## INFORMATION AND GUIDANCE FOR PEOPLE WITH COMPROMISED IMMUNE SYSTEMS:

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

## Drinking Water Must Meet Standards



### **The Federal Government carefully regulates the quality of drinking water.**

In 1974, Congress passed the Safe Drinking Water Act, requiring the USEPA to establish uniform standards for drinking water. The Safe Drinking Water Act was further amended in 1986 and 1996, adding even more stringent standards. In California, these standards are enforced by State Water Resources Control Board, Division of Drinking Water.

There are two types of drinking water standards. PRIMARY STANDARDS are designed to protect public health by specifying the limits, called "Maximum Contaminant Levels" (MCLs) for substances in water that may be harmful to humans or affect their health if consumed in large quantities. SECONDARY STANDARDS are based on aesthetic qualities of water such as color, taste and odor. These standards specify limits for substances that may affect consumer acceptance of the water. Both Primary and Secondary Standards are listed in this CCR.

It is important to the City of Santa Clara that our water customers have current and factual information about your water supply. The goal of the CCR is to strengthen our customer's confidence in the quality and integrity of the water supplied by the City of Santa Clara. We take pride in delivering safe, and high-quality water.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.



# Source Water Information

**Q: Where does our water come from?**

**A:** The City of Santa Clara has three separate sources of drinking water. Often, these sources are used interchangeably or are blended. Altogether our water sources provide an average of 16 million gallons of water per day to the homes, businesses, industries and institutions of Santa Clara. In 2019, about 45% of our water was treated surface water purchased from the Santa Clara Valley Water District (Valley Water), imported from the Sacramento-San Joaquin Delta, and the San Francisco Public Utility Commission's (SFPUC) Hetch-Hetchy System, imported from the Sierra Nevada Mountains.

Water purchased from Valley Water serves the southwesterly portion of the City primarily SFPUC Hetch-Hetchy water typically serves the area north of Highway 101. The City's system of 21 active wells supplies the remaining 55% of Santa Clara. The map shows the areas served by our three water sources.

**CITY WELLS**

More than half of water consumed in the City of Santa Clara is pumped from the City's system of deep wells. Well water is pulled up from groundwater (water that is located in aquifers which are water-filled spaces between sand, gravel, silt and clay) deep in the ground. Rainwater replenishes aquifers by rainwater infiltrating down into the ground.

**HETCH HETCHY SYSTEM**

The City purchases water from the Hetch Hetchy System. The San Francisco Regional Water System (SFRWS) conducts watershed sanitary surveys for the Hetch Hetchy source annually and for local water sources and Upcounty Non-Hetch Hetchy Sources (UNHHS) every five years. The latest local sanitary survey was completed in 2016 for the period of 2011-2015. The last watershed sanitary survey for UNHHS was conducted in 2015 as part of SFRWS's drought-response plan. All these surveys, together with the stringent watershed protection management activities, were completed by SFRWS 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 the results of watershed management activities conducted in the preceding years. Wildlife, stock, and human activities continue to be the potential contamination sources. Contact the San Francisco District Office of the State Water Resources Control Board's Division of Drinking Water (SWRCB-DDW) at 510-620-3474 to review the reports.

**SANTA CLARA VALLEY WATER DISTRICT**

The Santa Clara Valley Water District, also rebranded as Valley Water, provides treated surface water to the Silicon Valley from three water treatment plants. Valley Water imports the majority of the surface water 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. Valley Water's local water sources include Anderson and Calero Reservoirs.

Valley Water's 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. The imported sources are also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildfires in open space areas. Local sources are also vulnerable to potential contamination from commercial stables and historic mining practices. No contaminant associated with any of these activities were detected in Valley Water's treated water. The water treatment plants provide multiple barriers for the physical removal of contaminants and disinfection of pathogens. For more information, visit Valley Water's website at [valleywater.org](http://valleywater.org)

## Some Santa Clara Water is Flouridated

**Q: Is fluoride added to our water?**

**A:** Fluoride is nature's cavity fighter. Fluoridation adjusts the naturally occurring fluoride in drinking water to the ideal level for protecting your teeth. Fluoridated drinking water benefits people of all ages by preventing tooth decay.

In November of 2005, the SFPUC Hetch Hetchy system completed construction of a fluoridation facility in the East Bay. The water purchased by the City from the SFPUC is fluoridated, while water from Valley Water is not fluoridated. If your zip code is 95054, you are in the area receiving fluoridated water. However, this area is also served by well water that has not been fluoridated. Refer to the map in this CCR that shows the area supplied with water from both the Hetch-Hetchy system and the City's wells. Most of the City will continue to receive water without fluoride added.

State law requires the addition of fluoride to all water systems in California serving 10,000 customers or more. In 2021, Valley Water plans to add fluoridation to the Rinconada Water Treatment Plant, which services the southern part of Santa Clara. Fluoridation of the remaining water sources in the City would require the installation of fluoride injecting equipment at each of the City's 21 active wells. The law includes a provision for state funds to finance this fluoridation equipment; however, it may be some time before the state can provide funding to move forward with a fluoridation program for the remainder of the City.

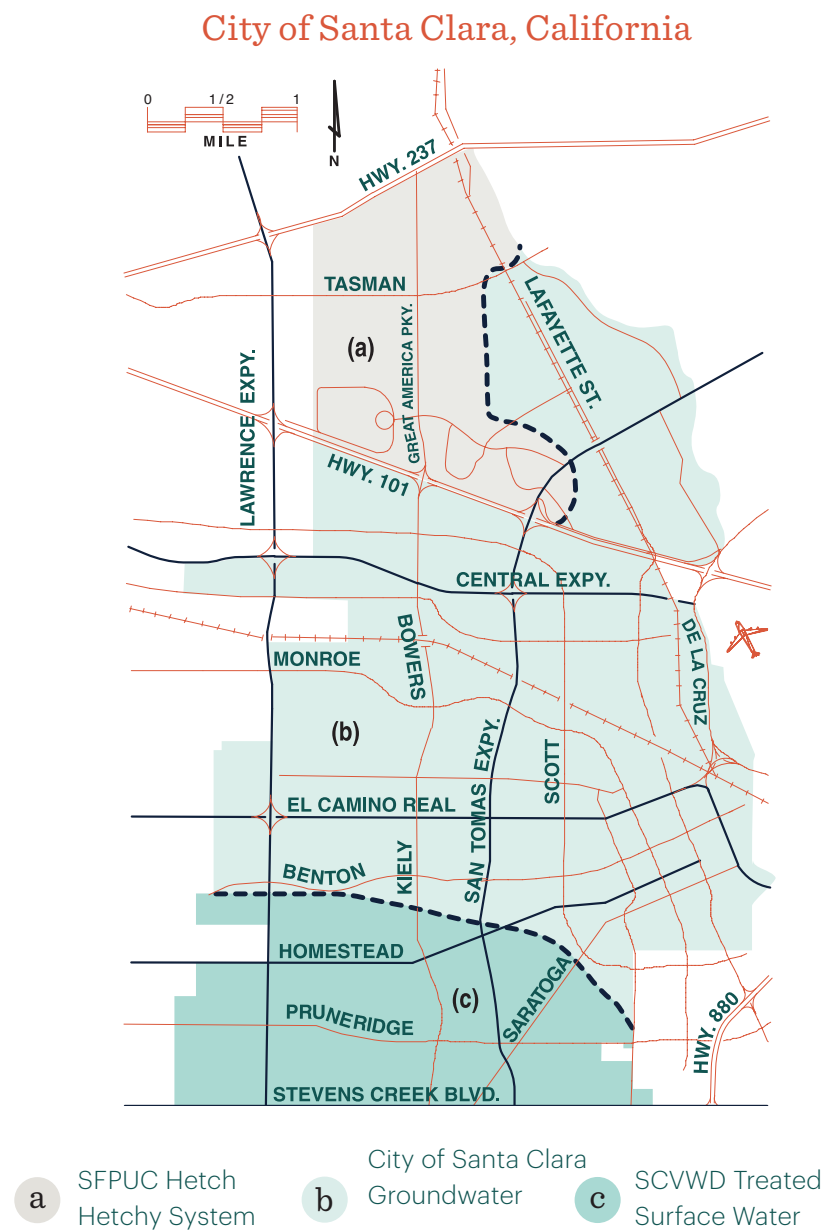
Contact your health provider if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the CDC website [cdc.gov/fluoridation](http://cdc.gov/fluoridation) or the State Water Board website [waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Fluoridation.shtml](http://waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml).

## Water Quality Monitoring

**INFORMATION ABOUT THE DRINKING WATER SOURCE ASSESSMENT AND PROTECTION PROGRAM:**

The City completed a Drinking Water Source Assessment and Protection (DWSAP) Program for the groundwater sources. The DWSAP was completed in August 2002 and submitted to the State Water Board in December 2002. A copy of the DWSAP is available at the City's Water Utility offices at 1500 Warburton Avenue, Santa Clara. To request a summary of the individual assessments, contact the Water Utility at 408-615-2000 or by email at [water@santaclaraca.gov](mailto:water@santaclaraca.gov).

The City's groundwater sources are considered most vulnerable to contamination by leaking underground tanks containing fuel or dry-cleaning chemicals; old, unrecorded septic systems; storm drain dry wells located at various places around the City; many old, shallow, private wells, abandoned and not correctly destroyed; and possibly some contaminants from a small landfill dump left over from the early years of the 20th century.  
*(continued on next page)*



LEAD

There have been no exceedances of the ACTION LEVEL for lead in the City of Santa Clara groundwater sources or supplies purchased from other agencies. It is possible for lead levels in your home to be higher than other houses in the community because of plumbing materials used in the original construction of your home. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Santa Clara is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline (1-800-426-4791) or at [epa.gov/lead](https://www.epa.gov/lead).

SCHOOL LEAD TESTING

As of January 2018, State law requires water suppliers to sample all schools on public land by mid-2019. As of April 2019, City staff has completed all required sampling and provided results to the school districts following the testing. All samples except for one taken at John Sutter Elementary School were well below the EPA action level for lead of 15 parts per billion (ppb). The fixture was immediately taken out of service and replaced by SCUSD staff, resampling at the site resulted in a ND (non-detect) for lead. Please contact your school administrator for information about lead testing and results for your local school. For additional information visit: [waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/leadsamplinginschools.html](https://waterboards.ca.gov/drinking_water/certlic/drinkingwater/leadsamplinginschools.html)

“NITRATES” - INFORMATION ABOUT NITRATES IN GROUNDWATER RESOURCES:

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants less than six months old. Such nitrate levels in drinking water can interfere with the capacity of the 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 certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask for advice from your health care provider.

Cryptosporidium and Giardia in water resources:

Cryptosporidiosis is a disease of the intestinal tract brought on by a parasitic microbe (a protozoan) called Cryptosporidium. The disease is transmitted through contaminated water, food or direct contact with human or animal waste. If you are healthy with a normal immune system, the flu-like symptoms usually last about two weeks. Symptoms include diarrhea, stomach cramps, upset stomach and slight fever. However, immuno-compromised people, infants, small children, and the elderly are at greater risk of developing life-threatening illness.

The water purchased by the City from the San Francisco Public Utilities Commission (SFPUC) Hetch Hetchy system has been tested for Cryptosporidium and Giardia. The source waters and treated waters are tested at least monthly and occasionally show very low levels of Cryptosporidium in the waters serving the East Bay, South Bay and San Francisco Peninsula.

Giardia, another parasitic organism causing similar symptoms, is monitored with the same frequency and very low levels are occasionally detected in the same source waters.

The general public is at very low risk and there have been no reported cases of Cryptosporidiosis and Giardiasis attributed to the City’s public water supply. This advisory applies to water received from the Hetch Hetchy system in the area of the City north of Highway 101. The CDPH issues guidance for people with serious immune system problems. Currently, available guidance from the state and county health agencies recommends that people with such conditions consult with their doctor or primary health care provider about preventing Cryptosporidium and Giardia infection from all potential sources. Water consumers may choose to boil their drinking water at a rolling boil for at least one minute as an extra precaution.

For information about Cryptosporidiosis and Giardiasis, or copies of available guidance, contact the Santa Clara County Department of Environmental Health at 408-918-3400. You may also contact the USEPA Drinking Water Hotline at 1-800-426-4791.

Contaminants that occur in drinking water obtained from surface sources and underground sources:

Sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over 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 operations, and wildlife;
- Inorganic contaminants such as salts and metals, that can be naturally-occurring or resulting 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 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, 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 U.S Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

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. More information about contaminants and potential health effects can be obtained by calling the USEPA’s Safe Drinking Water Hotline at 1-800-426-4791.

For Additional Information On Water Quality

**City of Santa Clara**  
1500 Warburton Ave.  
Santa Clara, CA 95050  
408-615-2200  
[SantaClaraCA.gov](https://www.santacruz.ca.gov)

**Water Utility**  
1500 Warburton Ave.  
Santa Clara, CA 95050  
Office hours: 8 a.m.–5 p.m.,  
Monday-Friday  
408-615-2000

Water Billing Questions  
408-615-2300

Water Quality Report Questions  
Diane Asuncion  
408-615-2000  
[DAsuncion@SantaClaraCA.gov](mailto:DAsuncion@SantaClaraCA.gov)

**Water Emergencies**  
408-615-2000 Monday-Friday,  
8 a.m.-5 p.m.  
408-615-5640 other days and times

**Water Conservation**  
[Save20gallons.org](https://www.save20gallons.org)  
408-630-2554 – Water Conservation  
Hotline and Rebate Information

*Sign up for a free Water-Wise House  
Call from Valley Water by calling  
1-800-548-1882*

**Web Resources:**  
If you would like to learn more about drinking water quality, treatment and regulation, contact these organizations:

**American Water Works Association:**  
[awwa.org](https://www.awwa.org)

**State Water Resources Control Board, Division of Drinking Water:**  
[waterboards.ca.gov/drinking\\_water/programs/index.shtml](https://waterboards.ca.gov/drinking_water/programs/index.shtml)

**United States Environmental Protection Agency:**  
[water.epa.gov/drink/index.cfm](https://www.water.epa.gov/drink/index.cfm)

**San Francisco Public Utilities Commission, Water Quality Bureau:**  
[sfwater.org/index.aspx?page=163](https://sfwater.org/index.aspx?page=163)

**Valley Water:**  
[valleywater.org](https://valleywater.org)

**Water Education Foundation:**  
[watereducation.org](https://watereducation.org)

**Water Quality Information Center:**  
[www.nal.usda.gov/fnic/water](https://www.nal.usda.gov/fnic/water)

**Public Input**  
To provide input on decisions that affect drinking water quality, contact the Santa Clara City Council via mail, email or phone, or attend a City Council meeting. A list of all City Council meetings and agenda items are available on the City website, [SantaClaraCA.gov](https://www.santacruz.ca.gov).

**eNotify**  
Sign up to receive news from the Water Utility  
[SantaClaraCA.gov/enotify](https://www.santacruz.ca.gov/enotify)





			State PHG/ Fed (MCLG)	analysis for City SC Well Water		analysis for SCVWater District		analysis for HETCH HETCHY		Common Sources of:
UNIT				range	average	range	average	range	average or [max]	
Primary Standards for Source Water Sampling:										
MICROBIOLOGICAL										
giardia lamblia	cyst/L	TT	0	NA	NA	ND	ND	ND - 0.09	0.02	naturally present in environment
RADIOACTIVITY										
Gross Alpha	pCi/L	15	(0)	ND-5	0.9	ND	ND	ND	ND	erosion of natural deposits
INORGANIC CHEMICAL										
Barium	PPM	1	2	0.088 - 0.14	0.1	ND	ND	ND	ND	erosion of nat'l deposit/oil drilling
Chromium	PPB	50	(100)	ND - 1.4	0.3	ND	ND	ND	ND	erosion of nat'l deposit/plating
Fluoride	PPM	2	1	0.13 - 0.18	0.1	ND - 0.13	ND	ND - 0.9	0.3	water additive/erosion of nat'l deposits
Nitrate (as Nitrogen)	PPM	10	10	0.38 - 5.9	3.7	ND - 0.5	ND	ND	ND	erosion of nat'l deposit/runoff/leaching
Secondary Standards: “Consumer Acceptance Contaminent Levels”										
Aluminum	PPB	500	NA	ND	ND	ND	ND	ND-68	ND	natural deposits/treatment process
Chloride	PPM	500	NA	31 - 69	48	27 - 72	51	< 3 - 17	8.7	runoff/leaching nat'l deposits/seawater
Color	UNITS	15	NA	ND	ND	ND	ND	< 5 - 10	< 5	naturally occurring organic material
Manganese	PPB	50	NA	ND - 2.4	0.3	ND	ND	ND	ND	leaching from natural deposits
Odor	UNITS	3	NA	ND - 1	'	1	1	ND	ND	naturally occurring organic material
Sp. Conductance	uS/cm	1600	NA	670 - 780	655.6	365 - 517	445	32 - 234	158	subst.forming ions/seawater intrusion
Sulfate	PPM	500	NA	29 - 48	37.1	52 - 62	58	1 - 29	15	runoff/leaching nat'l deposits/ind. waste
Tot.Dissolved Solids	PPM	1000	NA	340 - 440	382.2	240 - 292	265	< 20 - 119	76	runoff/leaching from natural deposits
Turbidity	NTU	5	NA	ND - 0.31	0.1	0.01 - 0.51	0.04	0.3 - 0.7 <sup>(1)</sup>	[2.1] <sup>(2)</sup>	soil runoff
Consumer Information										
pH	UNITS	NS	NS	7.8 - 8	7.9	7.7 - 7.9	7.8	8.8 - 10.1	9.3	
Alkalinity (as CaCO3)	PPM	NS	NS	180 - 240	204.4	60 - 85	73	3.5 - 97	46	
Ammonia (Total)	PPM	NS	NS	NA	NA	0.48 - 0.56	0.52	NA	NA	
Bicarbonate Alkalinity (as HCO3)	PPM	NS	NS	230 -290	247.8	73 - 104	89	NA	NA	
Boron	PPB	NS	NS	NA	NA	120 - 135	128	ND - 107	ND	
Bromide	PPM	NS	NS	NA	NA	ND - 110	ND	NA	NA	
Calcium (as Ca)	PPM	NS	NS	56 - 90	73.3	20 - 25	22	3.3 - 20	12	
Chlorate	PPB	NS	NS	NA	NA	67 - 140	102	40 - 220	84	
Hardness	PPM	NS	NS	210 - 320	258.9	93 - 120	104	89 - 77	47	
Hexavalent Chromium	PPB	NS	0.02	0.26 - 2.5	1.5	ND	ND	NA	NA	
Magnesium	PPM	NS	NS	17 - 23	18.9	12 - 15	13	0.2 - 6.6	4.2	
Molybdenum	PPB	NS	NS	NA	NA	< 1 - 1	< 1	NA	NA	
Phosphate	PPM	NS	NS	NA	NA	1.02 - 1.77	1.3	NA	NA	
Potassium	PPM	NS	NS	1 - 1.3	1.1	2.1 - 3.4	2.7	0.3 - 1.2	0.8	
Silica	PPM	NS	NS	NA	NA	10 - 12	11	4.9 - 8	6.1	
Sodium	PPM	NS	NS	25 - 38	29	33 - 63	49	2.8 - 21	14	
Strontium	PPB	NS	NS	NA	NA	NA	NA	13 - 230	107	
Temperature	Deg. C	NS	NS	11.3 - 24	18	13 - 21	17	NA	NA	
Total Organic Carbon	PPM	NS	NS	NA	NA	1.37 - 2.33	1.96	1.6 - 2.7	2.1	
Primary Standards as Measured in City of Santa Clara Distribution System:										
	Units	MCL	State MCL (Fed PHG)	Range	Average	Common Sources of:				
MICROBIOLOGICAL										
Total Coliform	% pos (+)	5.00%	(0)	0 - 1.4%	< 5%	naturally present in environment				
DISINFECTION BYPRODUCTS, RESIDUALS, PRECURSORS										
Trihalomethanes	PPB	80	NA	0 -64	[45.3]	byproduct of drinking water disinfection				
Haloacetic Acids	PPB	60	NA	0 - 47	[31.5]	byproduct of drinking water disinfection				
Chlorine residual	PPM	4	4	0.0 - 3.5	1.22	drinking water disinfectant				
INORGANIC CHEMICAL AS MEASURED AT 77 RESIDENTIAL TAPS IN 2019:										
Copper	PPM	AL = 1.3	0.3	90th percentile = 0.28ppm		Number Exceeded = 0		corrosion of plumbing systems		
Lead	PPB	AL = 15	0.2	90th percentile = ND		Number Exceeded = 0		corrosion of plumbing systems		
SCHOOLS REQUESTING LEAD TESTING IN 2018: 33 SCHOOLS (172 SAMPLES TAKEN)										
Lead	PPB	AL = 15	0.2	90th percentile = ND		Number Exceeded = 1 <sup>(3)</sup>		corrosion of plumbing systems		
Unregulated Contaminants as Measured in City of Santa Clara Distribution System:										
	Units	Notification Level		Range	Average	<div>City of Santa Clara</div> <div>WATER QUALITY TABLE</div>				
Chlorodifluoromethane	PPB	NA		ND - 0.58	0.1					
Chlorate	PPB	800		ND - 220	78.1					
Chromium	PPB	NA		ND - 4.9	0.6					
Hexavalent Chromium	PPB	NA		ND - 4.1	1					
Molybdenum	PPB	NA		ND - 5.0	0.9					
Strontium	PPB	NA		ND - 440	150					
Vanadium	PPB	50		ND - 5.3	1.5					
Manganese	PPB	50		ND - 8.8	1.1					
Total Haleoacetic Acids (9)	PPB	NA		ND - 58	23.6					

[1] Turbidity is measured every four hours. These are monthly average turbidity values. [2] The highest turbidity of the unfiltered Hetch Hetchy water in 2018 was 1.8 NTU.  
[3] John Sutter Elementary - 26ppb. Repeat sampling following plumbing repairs was non-detect for lead.

Definitions and Notes

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

**MAXIMUM CONTAMINANT LEVEL (MCL)** = The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**MAXIMUM CONTAMINANT LEVEL GOAL (MCLG)** = The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

**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.

**PUBLIC HEALTH GOAL (PHG)** = The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**REGULATORY ACTION LEVEL (AL)** = The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**TREATMENT TECHNIQUE (TT)** = A required process intended to reduce the level of a contaminant in drinking water.

**UNREGULATED CONTAMINANTS** = Unregulated contaminant monitoring helps EPA and State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

pCi/L = picocuries per liter (a measure of radioactivity)

PPM = Parts Per Million

PPB = Parts Per Billion

P = Present

A = Absent

<DLR = less than Detection Limit for Reporting

DISTRIBUTION SYSTEM = drinking water delivery system

RESIDENTIAL TAPS = household faucets used for lead and copper sampling

DISINFECTION BYPRODUCTS = chemical by products of disinfection

SECONDARY STANDARDS = secondary MCLs are set to protect the aesthetics of drinking water

NTU = Nephelometric Turbidity Unit. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.

uS/cm = microSiemens per centimeter

NA = not applicable or available

ND = not detected

NS = no standard

Copper and Lead Tap Monitoring was performed at 77 residential taps in September-October 2019.

HARDNESS = the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.

SODIUM = refers to the salt present in the water and is generally naturally occurring.

City of Santa Clara  
WATER QUALITY TABLE

Attention

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

ਇਹ ਸੂਚਨਾ ਮਹੱਤਵਪੂਰਣ ਹੈ ।  
ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਿਸੀ ਤੋ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉ ।

Chi tiết này thật quan trọng.  
Xin nhờ người dịch cho quý vị.

यह सूचना महत्वपूर्ण है ।  
कृपा करके किसी से :सका अनुवाद करायें ।

이 안내는 매우 중요합니다.  
본인을 위해 번역인을 사용하십시오.

この報告書には上水道に関する重要な情報が記されて  
おります。翻訳を御依頼なされるか、内容をご理解なさっ  
ておられる方にお尋ね下さい。

此份有關你的食水報告,內有重要資料和訊息,請找  
他人為你翻譯及解釋清楚。

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Attencion: Este informe contiene informacion muy  
importante sobre su agua beber. Traduzcalo o hable con  
alguien que lo entienda bien.





**City of  
Santa Clara**  
The Center of What's Possible

# INSIDE

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FULL STORY  
ON PAGE

6

## Serving the Community During the Coronavirus Pandemic

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Santa Clara, Calif.

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U.S. POSTAGE

PRRRT STD

## MANY WAYS TO STAY INFORMED

CITY HALL NEWS & CITY  
MANAGER BIWEEKLY REPORT  
[SantaClaraCA.gov/CMReport](http://SantaClaraCA.gov/CMReport)

CITY NEWS & INFO  
eSUBSCRIPTIONS  
[SantaClaraCA.gov/eNotify](http://SantaClaraCA.gov/eNotify)

CITY NEWSROOM  
[SantaClaraCA.gov/Newsroom](http://SantaClaraCA.gov/Newsroom)

CITY SOCIAL  
MEDIA CHANNELS  
[SantaClaraCA.gov/SocialMedia](http://SantaClaraCA.gov/SocialMedia)

MYSANTACLARA APP  
[SantaClaraCA.gov/MySantaClara](http://SantaClaraCA.gov/MySantaClara)

PUBLIC MEETINGS  
[SantaClaraCA.gov/Meetings](http://SantaClaraCA.gov/Meetings)

TENTATIVE MEETING  
AGENDA CALENDAR  
[SantaClaraCA.gov/TMAC](http://SantaClaraCA.gov/TMAC)

SANTA CLARA SOURCE  
[SantaClaraCA.gov/SCsource](http://SantaClaraCA.gov/SCsource)

SANTA CLARA  
CITY TELEVISION  
[SantaClaraCA.gov/SCCTV](http://SantaClaraCA.gov/SCCTV)

INSIDE SANTA  
CLARA INQUIRIES  
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City Hall, 1500 Warburton Ave.,  
Santa Clara, CA 95050  
408-615-2210  
[communications@  
SantaClaraCA.gov](mailto:communications@SantaClaraCA.gov)

CITY WEBSITE  
[SantaClaraCA.gov](http://SantaClaraCA.gov)



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# Dear Community,

**The COVID-19 pandemic has impacted everyone in our community and has created both a global health and economic crisis.** It is certainly one of the saddest of times as we experience the related impacts to small businesses, residents, events and celebrations, and community wellness. Santa Clara has demonstrated its resilience and compassion for our greater good, so I thought I would share the good work that the City is engaged in to serve Santa Clara.

First and foremost, Santa Clara's Emergency Operations Center has been fully activated since March 25, increasing our ability to maintain situational awareness, manage resources, and coordinate public information for this rapidly evolving situation. During local emergencies, City staff serve as Disaster Service Workers and, accordingly, we may be assigned duties that are not part of our regular work to conduct mission critical or essential services for our community.

For example, as the first city in the South Bay to develop and deliver a supplemental food program, we deployed City staff to fulfill this mission. This food program is for seniors who are encouraged to stay home as much as possible. With schools being closed for the rest of this academic year, we also identified a need to prevent children from going hungry on the weekend. We quickly launched the Healthy Meals Santa Clara Program to supplement the Santa Clara Unified School District's weekday meals program. We teamed up with several community partners to provide weekend meals at four distribution locations in Santa Clara.

To continue essential services, we quickly utilized new technology for the City Council to continue its meetings virtually while enabling community engagement. Our public safety personnel – from 9-1-1 dispatchers to firefighters to police officers – continue to serve and protect 24/7. We also equipped many of our employees with laptops and acquired new software licenses to allow staff to work from home to keep up with workload demands.

On the economic front, we recognized the drastic impact to residents and businesses. In this newsletter, you'll read more about how we are responding including utility

relief programs and grant assistance for small businesses and nonprofits in Santa Clara. Our Small Business Grant Assistance Program has helped more than 130 businesses with \$1.1 million in funding to date, and the Mayor and Silicon Valley Central Chamber of Commerce are partnering to raise more funds for this program.

Unfortunately, in stark contrast from a few months ago, the City is now facing budget shortfalls for the current and upcoming fiscal years. This is due to coronavirus-related economic impacts and happening at the local, state, federal and global level. The projected General Fund shortfall is approximately \$10 million in FY 2019/20 and \$22.7 million in FY 2020/21. The City is proactively exploring ways to reduce costs while trying to minimize the effects on level of public services. Santa Clara will need to make strategic choices to reduce expenditures and has already started by implementing a hiring freeze and stricter expenditure controls.

In closing, I am pleased to share our redesigned City newsletter. It's still called "Inside Santa Clara" but the publication better reflects the ingenuity and progressiveness of our community while respecting our past. The newsletter is now in four-color design with a magazine-style format, taking into account all the feedback we received from the public. It is also designed to easily read while on-the-go and remains available both online and in print.

No matter what challenges arise, our community is strong and mighty while demonstrating compassion. It is during these times that we demonstrate that we are truly The Center of What's Possible. As more information is known for re-opening City services and businesses, I will be sure to share how Santa Clara will become more operational.



In Community Spirit,

**Deanna J. Santana**  
City Manager

### City Mission Statement

The mission of the City of Santa Clara is to promote a living and working environment that allows for the best quality of life by serving the community with resourceful, efficient, progressive and professional leadership.



# Santa Clara Responds to Public Health Emergency

When the **COVID-19** outbreak began to spread to the Bay Area, the City of Santa Clara partially activated its Emergency Operations Center on March 11, 2020, after monitoring the situation from the EOC since early March. Roughly six weeks earlier on Jan. 24, the City's Communications Office, in collaboration with the Office of Emergency Services, had launched a [SantaClaraCA.gov/CoronavirusUpdates](https://www.santaclara.ca.gov/CoronavirusUpdates) webpage to help inform the community of the latest coronavirus developments.

On the evening of March 11, City Manager Deanna J. Santana officially proclaimed a local state of emergency to prepare for the growing spread of COVID-19 in the community. Per the City Code, the City Manager as the City of Santa Clara's Director of Emergency Services has the authority to proclaim a local emergency. The following Tuesday, March 17, the City Council ratified the local emergency proclamation.

Santa Clara County joined six Bay area jurisdictions in issuing a legal order directing their respective residents to shelter at home for at least three weeks, beginning March 17. Also, on March 17, the City began only providing essential public services, such as fire and police services, electric, water and sewer services, and trash and recycling pickup, in compliance with the order. All City facilities temporarily closed to the public.

By March 25, the EOC became fully activated to increase the City's ability to maintain situational awareness, manage resources, and coordinate



SANTA CLARA  
COUNTY ISSUED  
A PUBLIC HEALTH  
ORDER DIRECTING  
RESIDENTS  
TO SHELTER  
AT HOME

public information for this rapidly evolving situation. The EOC continues to coordinate logistics for acquiring and accepting donations of personal protective equipment (PPE), such as N95 masks for emergency medical services personnel, and workplace safety supplies including hand sanitizer.

The County's Shelter-in-Place order has been subsequently extended with revisions along the way. At press time, the current order has no end date. For the latest County Public Health COVID-19 developments, visit [sccphd.org/coronavirus](https://sccphd.org/coronavirus).

The City remains in regular communications with the County's Public Health Department, the County's Office of Emergency Management, the California Department of Public Health and other community partners for a coordinated response to the coronavirus pandemic. The latest updates about safely reopening California are available on [SantaClaraCA.gov/CoronavirusUpdates](https://www.santaclara.ca.gov/CoronavirusUpdates).

## REDUCING YOUR RISKS BY STAYING COVERED AS CALIFORNIA REOPENS

According to public health officials, wearing face coverings that cover your nose and mouth will help slow the spread of COVID-19 in our community and reduce the number of people infected.

In Santa Clara County, it is required to wear face coverings whenever at a business, including as an employee or a customer. The City is also strongly urging the public to wear a face covering when leaving home. To help encourage the community to participate and stay safe, the City developed the *Stay Covered, Santa Clara* social media campaign.

It's easy to take part: show us how you are staying covered by taking a selfie while wearing your face covering. Then, post your photo on social media (Facebook, Twitter or Instagram) and use the hashtag, **#SantaClaraHasItCovered**.

In addition to wearing face coverings, the Centers for Disease Control and Prevention recommends practicing social distancing and following proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.

**More information, including how to make a face covering from a t-shirt, is available on [SantaClaraCA.gov/FaceCoverings](https://www.santaclara.ca.gov/FaceCoverings)**





# Financial Relief

## for Santa Clara Small Businesses and Nonprofits through City's COVID-19 Grant Program

**Local businesses and nonprofits in Santa Clara were hit hard during the coronavirus pandemic and subsequent shelter-in-place orders.** To address the substantial economic blow to the Santa Clara business community, the City Council requested a program be developed to provide much needed financial support to businesses and nonprofits impacted by COVID-19. The Council initially allocated \$250,000 to fund this program and quickly increased the funding to \$800,000 after witnessing the significant need. In late May, the Council approved an additional \$300,000 for total funding of \$1.1 million for the grant program.

On April 17, 2020, the City began accepting applications for its Small Business Assistance Grant Program. The Mayor announced the program with a short video released earlier that week.

The Small Business Assistance Grant Program offered grants of up to \$5,000 or \$10,000 for qualified small businesses and nonprofits located in Santa Clara. Grant amounts were based on whether the applicant had been deemed essential (eligible for \$5,000) or non-essential (eligible for \$10,000) under the County of Santa Clara Public Health Department order dated March 16, 2020.

**To qualify, applicants must have met the following criteria:**

1. Be a small business with at least one and no more than 25 full-time employees,
2. Have experienced a loss of income due to COVID-19,
3. Operate out of a physical commercial storefront within the city limits of Santa Clara,
4. Have an active City of Santa Clara Business License,
5. Be in good standing with the City, and
6. Have been in operation in the City of Santa Clara for at least one year as of March 1, 2020.

In support of the City Council's direction to provide accessible support as quickly as possible, the City developed simple application materials in seven languages and released them two days before the program's launch. An FAQ and easy-to-follow video tutorial were also posted online.

The City received over 200 submissions within the first 10 minutes of opening the program. The City was able to award the first round of grants within a week of the program's launch and exhausted the funds allocated by City Council after three weeks. A total of \$800,000 was awarded to more than 100 eligible small businesses and nonprofits in Santa Clara. Considerable coordination was required on behalf of City staff to move from program launch to grant award in such a short amount of time and under such unprecedented circumstances.

The Silicon Valley Central Chamber of Commerce is seeking supplemental funds for this grant program through a GoFundMe campaign with the hopes of providing more support to even more Santa Clara businesses and nonprofits. Find out more: [SantaClaraCA.gov/SmallBusinessGrant](https://www.santaclearca.gov/SmallBusinessGrant).



**“We are humbled and very thankful for the grant the City of Santa Clara has provided our preschool business!**

In these uncertain times, the City's tremendous gesture has allowed us the opportunity to keep our doors open and retain the ability to service all of our wonderful families and children! We are all part of this community, and we will get through these tough times together and become stronger and even more close-knit on the other side. Again, to the City of Santa Clara, thank you for caring for small businesses like ours, and we will pay it forward and do the city proud!”

DEVIN SINGH,  
AMAZING STARS  
MONTESOSORI

“SJAA is so grateful to the city for the Small Business Grant program. The grant gave us a chance us to design and implement our online classes. We have now enrolled more than 50 students to our program that meets from Monday to Saturday, serving a wide range of students, from those who live down the street from our studio, to those who moved across the country!

— PAUL CHUNG, SAN JOSE ART ACADEMY

“I would like to thank the City of Santa Clara for the City's Small Business Assistance Grant. Operating a business in the city with decent square footage is extremely expensive. As business expenses continue to accrue while shut down, many small businesses face a real challenge to their survival. My facility may be closed almost 4 months because of COVID-19. This grant helped me pay almost 2 months of my lease. This is a huge help. Thank you again City of Santa Clara!”

— JOE GRASSO, JOE GRASSO ELITE TRAINING

“Before national or state level guidelines were available, county of Santa Clara stepped up and assisted in quarantine this pandemic in our neighborhood. Before the national aid like PPP or EIDL and even before the Stimulus Check, City of Santa Clara has stepped forward through its City's Small Business Assistance Grant. Although, the loan alone cannot wipe the damage this pandemic has cause to all the community including Santa Clara, it was instrumental in bringing a bright light, giving us hope for the future. We were able to keep our operation up during these hard times trying to serve our community and our employees, and the Grant was an extra boost enabling us to retain all our pre-disaster employees.”

— JOHN LEE, CHIMEK





# COVID-19 Business Resources



As the COVID-19 pandemic continued to escalate, the City took quick action to actively monitor and compile resources available to help impacted businesses and workers. The City developed a business resources webpage that has information from local, state, federal and private sources to assist Santa Clara's business community. As an example, the COVID-19 Business Resources webpage includes information, such as:

- Santa Clara County's **Eviction Moratorium**, which protects small businesses in Santa Clara that have suffered loss of income due to COVID-19 from eviction.
- The State of California one-stop shop website, [covid19.ca.gov](https://covid19.ca.gov), which provides information on all COVID-19 related items statewide.
- **California Disaster Relief Loan Guarantee Program**, which provides loan guarantees and direct loans for small businesses that experience capital access barriers.
- The **U.S. Small Business Administration** resources, which provides COVID-19 related guidance and loan resources for small businesses.
- You can find all this information and more at [SantaClaraCA.gov/COVID19BusinessResources](https://SantaClaraCA.gov/COVID19BusinessResources).

## COVID-19 Impacts Community Events

Due to the County of Santa Clara order that bans all public gatherings and calls for sheltering in place, the 2020 Silicon Valley BBQ Championship and the 4th of July All-City Picnic & Fireworks Extravaganza were canceled. National Night Out, usually held on the first Tuesday in August, has been tentatively rescheduled to Tuesday, Oct. 6.

The City's annual Cleanup Campaign, initially scheduled for spring, was called off due to the public health order and safety concerns for our residents, employees and contractors. The City is evaluating whether the 2020 Cleanup Campaign can be rescheduled for later this summer or fall, including looking at other alternatives. For the latest updates visit [SantaClaraCA.gov/Cleanup](https://SantaClaraCA.gov/Cleanup).

## SVACA's Animal Care Center Hunkers Down During Pandemic

COVID-19 had an immediate and profound effect on Silicon Valley Animal Control Authority's operations. It forced SVACA to shut down all services considered non-essential, and volunteers stayed safely at home. All animals were adopted or moved into long-term foster care, and team members practiced social distancing by reorganizing work schedules to keep the public safe. Animal control officers continued to respond to emergencies 24/7 and rescued a host of animals in need.

Officer Gonzalez rescued two little opossums after the mother suffered an injury. Kittens started to trickle in, and our foster care program quickly kicked into gear. All this while staying safe and following social distancing guidelines.

To learn how you can adopt a companion animal, go to [svaca.com/adoptions](https://svaca.com/adoptions). SVACA could not have continued its lifesaving programs without the assistance of so very many wonderful donors and their most generous contributions. Learn more about how you can make a difference for animals by visiting [svaca.com/donate](https://svaca.com/donate).



## Wipes Clog Pipes

While the public is encouraged to follow the Centers for Disease Control and Prevention recommendations to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, it remains crucial to discard those items in the trash, not the toilet. Flushing wipes (even if labeled "flushable"), as well as paper towels and other similar items, can clog sewers and potentially cause backups and overflows at wastewater facilities and your home, creating more public health risks during the coronavirus pandemic.

Be sure to throw your wipes and paper towels in the trash, not the toilet. Let's do our part by flushing only toilet paper and remember that wipes clog pipes. For more details, visit [SantaClaraCA.gov/WipesClogPipes](https://SantaClaraCA.gov/WipesClogPipes).



## Summer Reading Program Goes Virtual

Get lost in the magic of reading this summer by attending the Santa Clara City Library's virtual Summer Reading Program, which features many exciting online events.



Sail away on a pirate ship, fly along with a dragon, befriend a princess, figure out how a robot works and discover how a tiger survives in the wild by joining our Summer Challenge: Reading is Magic at [SCLibrary.BeanStack.org](https://SCLibrary.BeanStack.org).



# Serving the Community During the Pandemic

WHEN COVID-19 BEGAN TO SPREAD THROUGHOUT THE BAY AREA, THE CITY OF SANTA CLARA RAPIDLY IMPLEMENTED SEVERAL PROGRAMS TO HELP RESIDENTS WITH THE IMPACTS OF THE PANDEMIC.



## Healthy Meals Santa Clara

On March 16, 2020, the State of California took unprecedented action to close schools in response to the COVID-19 pandemic. While the daily lives of students and their families were impacted in many ways—for the thousands of students who rely on the school nutrition program for healthy meals—the closure meant a real risk of hunger and food insecurity. The School Nutrition Program is a lifeline for the many students who receive free breakfast and lunch at their local school sites. However, the nutrition program is limited to weekdays and available only to those who meet specific eligibility criteria.

When the COVID-19 Shelter-in-Place order went into effect, the City of Santa Clara recognized extraordinary efforts were needed to ensure that all students had access to healthy meals, seven days a week. On March 23, the City, together with its partners—the Santa Clara Convention Center, Levy Premium Foods, Great America, Intel and the Santa Clara Unified School District—launched a supplemental weekend food program called Healthy Meals Santa Clara.

Now, every Thursday, the City runs a Commodity Point of Distribution (CPOD) at four sites throughout the City: Don Callejon School, Cabrillo Middle School, Wilcox High School and the City Senior Center. More than 100 City employees, in their capacity as disaster service workers, distribute food packages that consist of two breakfast meals and two lunches.

**OVER ITS FIRST EIGHT WEEKS, HEALTHY MEALS SANTA CLARA HAS DISTRIBUTED OVER 80,000 MEALS TO SANTA CLARA YOUTH. “FOOD DISTRIBUTION IS NOT A CORE SERVICE FOR THE CITY OF SANTA CLARA, AND SO WE ARE GRATEFUL TO THE INDIVIDUALS AND ORGANIZATIONS THAT ARE WORKING IN PARTNERSHIP WITH US TO PROVIDE THIS VITAL SERVICE,” STATED ASSISTANT CITY MANAGER CYNTHIA BOJORQUEZ.**

### Donate to Healthy Meals Santa Clara

The City's nonprofit partner, the Mission City Community Fund, continues to seek donations to ensure the nutritional needs of the children living in our community are met during the COVID-19 pandemic. Donate today at [MissionCityFund.org](https://MissionCityFund.org).

## Senior Nutrition Program

Before the pandemic, the Senior Nutrition Program was a popular social gathering at the Santa Clara Senior Center, providing daily lunch service to Santa Clara seniors. However, with the County of Santa Clara Public Health Department's Shelter-in-Place order, the Santa Clara Senior Center had to close its doors.

Seniors and people with pre-existing conditions are the most vulnerable to the coronavirus, especially without access to programs and services offered at the Santa Clara Senior Center.

With the closure of the Center, the City quickly transitioned from the typical dine-in experience to a drive-thru and walk-up service. Before the pandemic, the Senior Nutrition Program served 65 lunch meals and promptly expanded to serve an average of 150 seniors a day, and close to 700 meals per week. The Senior Nutrition Program is funded in partnership with Santa Clara County.

As demand increased, the City began to provide weekend meals for pick up and, more importantly, to the homebound senior population. In addition to lunches, seniors were now able to pick up supplemental weekend meals on Fridays. For homebound seniors, City staff and volunteers from the Santa Clara Firefighters Foundation delivered weekend meals directly to their homes. Supplemental weekend meals are funded in partnership with the Mission City Community Fund.

Due to the immediate need, City staff came together to provide free meals. With significant support from the Parks & Recreation Department, City staff was able to mobilize a Commodity Point of Distribution at the Santa Clara Senior Center to set up and distribute meals while maintaining safe and sanitized practices.



**For more information on the Senior Nutrition Program or to sign up for daily or weekend meals, contact the Santa Clara Senior Center at 408-615-3170.**



## Utility Rate Assistance Programs

### \$30 CREDIT TO ALL RESIDENTIAL ELECTRIC BILLS

The City of Santa Clara's electric utility, Silicon Valley Power, will issue a \$30 credit to all residential electric bills. The credit will show as an energy efficiency credit on the May or June utility bills. Funding for this credit comes from SVP's Public Benefits Program and is not part of the City's general fund. No action is required to receive the credit. All households, regardless of need or specific utility usage, will automatically receive this \$30 credit. Community members, who may not need this credit, are encouraged to use it on creative ways to conserve energy.

### CITY SUSPENDS RESIDENTIAL WATER AND POWER SHUTOFFS

During the public health emergency, the City has suspended all water and power shutoffs due to nonpayment. "We are proud to be part of the Santa Clara community, and together we will get through this," said Manuel Pineda, Chief Utility Officer and Assistant City Manager. Utility customers financially impacted by COVID-19 pandemic can make payment arrangements by calling Santa Clara Municipal Services at 408-615-2300.

### RATE ASSISTANCE PROGRAM

Silicon Valley Power offers assistance to qualified residents who need help paying their electric bill due to financial or medical hardship. The Rate Assistance Program provides a 25 percent discount off the electric portion of the Santa Clara municipal utility bill for customers who meet low-income requirements or have certain medical conditions requiring an electric device for treatment. For more information or to obtain an application, visit [SiliconValleyPower.com/Assist](https://SiliconValleyPower.com/Assist), email [cutcosts@SiliconValleyPower.com](mailto:cutcosts@SiliconValleyPower.com) or call 408-244-SAVE (7283).

### COVID-19 ELECTRIC RELIEF PROGRAM

With the unprecedented effects of the pandemic, Silicon Valley Power created an additional rate assistance program for residents fiscally impacted by COVID-19 and shelter-in-place directive.

The COVID-19 Electric Relief Program would allow Santa Clara residents fiscally impacted by COVID-19 to apply for a temporary 25% discount off the electric portion of the municipal utility bill. Visit [SiliconValleyPower.com/COVID19ElectricRelief](https://SiliconValleyPower.com/COVID19ElectricRelief) for more information on our programs or to apply for a temporary 25% discount.

## COVID-19 Eviction Moratorium

The City of Santa Clara adopted an emergency ordinance on March 24, 2020, that prevents residential tenants from eviction if they have experienced a loss of income due to COVID-19 related impacts. The moratorium only applies to residential evictions for no-fault evictions and nonpayment of rent due to impacts of the COVID-19 outbreak. Some examples are; job loss, reduction of compensated hours of work, employer's business closure or missing work due to a minor child's school closure. This moratorium does not include lawful evictions for other just causes, and it does not change the rental payments that may be due. Council has extended the moratorium through June 28, 2020, with options to extend by 30-day increments.

The Housing & Community Services Division mailed out more than 33,000 postcards to tenants and landlords within the city, to provide notification and education about the moratorium. An Eviction Fact Sheet and Notice of Inability to Pay Rent Form is available online in English, Spanish and Chinese.

Along with City's Housing staff, Project Sentinel has agreed to help Santa Clara residents with details of the moratorium. As a local nonprofit agency, they have been helping residents with tenant landlord mediation and fair housing services and have experience in dealing with difficult situations. Call Project Sentinel at 408-720-9888.

For more information on the City of Santa Clara's moratorium that prevents residential tenants from eviction, visit [SantaClaraCA.gov/COVID19Eviction](https://SantaClaraCA.gov/COVID19Eviction) or call the Housing & Community Services Office at 408-615-2490.



HELP YOUR  
NEIGHBOR  
PROGRAM

## Are You Interested in Ways to Help Your Community?

Santa Clarans have reached out to the City to find out how they can help their community. In response, the City reestablished its **Help Your Neighbor Program** to residents to donate funds to help their neighbors who are struggling to pay their utility bills. To donate, make out a check to: *City of Santa Clara*. With a memo of: *Help Your Neighbor Program*. Then, mail the check to:

**City of Santa Clara**  
**Attention: Finance Dept./Help Your Neighbor Program**  
**1500 Warburton Avenue, Santa Clara, CA 95050.**

The City will use the donations to help residents having difficulty paying their utility bills during the pandemic.

There are many local opportunities to help those affected by the COVID-19 pandemic. Visit the City's COVID-19 donations webpage, [SantaClaraCA.gov/COVID19Donations](https://SantaClaraCA.gov/COVID19Donations) for more ways to give back.





## 2020 State of the City

**The 2020 State of the City is going virtual.** The Mayor, joined virtually by members of the City Council, will host three virtual townhall meetings about the State of the City from 4-5 p.m. on June 17, 18 and 19, 2020. Two districts will be represented during each session. City Manager Deanna J. Santana will also provide an overview of the City budget.

The Townhalls are scheduled as follows:

**Districts 1 & 2** – Wednesday, June 17

**Districts 3 & 4** – Thursday, June 18

**Districts 5 & 6** – Friday, June 19

For more information, visit  
[SantaClaraCA.gov/StateoftheCity](https://SantaClaraCA.gov/StateoftheCity).



## Fireworks Are Illegal in Santa Clara

**With the 4th of July All-City Picnic & Fireworks Extravaganza canceled** due to the coronavirus pandemic, the Santa Clara Fire and Police departments remind residents that personal fireworks are inherently dangerous and are illegal in Santa Clara.

Instead of the traditional “in person” July 4th event, transform your day into a memory that will last for years. Be creative and have fun with members of your family.

- Set up a video party
- Camp in your backyard
- Compete in lawn games (e.g. cornhole, horseshoes, croquet, etc.)
- Relax by your backyard pool, or have a water balloon fight
- Make homemade ice cream
- Create an outdoor theater to watch a movie, concert or fireworks show on TV
- Entertain one another with a family talent show; extended family can participate via video conference
- Fly a kite

For more information, visit [SantaClaraCA.gov/4thofJuly](https://SantaClaraCA.gov/4thofJuly).



## New City Law Targets Spectators of Street Racing and Sideshows

**The City Council adopted an ordinance on Tuesday, April 28, to help reduce illegal street racing and sideshow activity in Santa Clara.**

The new City law means spectators who watch these illegal races could face fines of up to \$500. The new ordinance took effect on May 28, 2020.

Most of the organized illegal street racing and sideshows happen in the industrial areas and expressway in Santa Clara. The noise and danger presented by these activities are significant concerns that have been expressed by residents and local businesses.

Current state law enables criminal enforcement against an individual caught operating a vehicle in a street race or sideshow. In addition to enforcing the state laws against the driver, this newest enforcement tool will allow the Police Department to target those who attend a race or sideshow to spectate and discourage the act of organizing and taking part in illegal speed contests or reckless driving exhibitions.

Help the Police Department rev up enforcement to pump the brakes on street racing and side-shows by reporting this illegal activity while it is occurring. Contact the Santa Clara Police Department by calling the non-emergency phone number, 408-615-5580.

## TELL US HOW YOU REALLY FEEL



**Take our quick survey and give us feedback on the newly redesigned Inside Santa Clara.**

**[SantaClaraCA.gov/OpenCityHall](https://SantaClaraCA.gov/OpenCityHall)**

### ELECTED OFFICIALS

**Lisa M. Gillmor**, Mayor  
**Kathy Watanabe**, Councilmember, District 1  
**Raj Chahal**, Councilmember, District 2  
**Karen Hardy**, Vice Mayor, District 3  
**Teresa O'Neill**, Councilmember, District 4  
**Vacant**, Councilmember, District 5  
**Debi Davis**, Councilmember, District 6  
**Hosam Haggag**, City Clerk  
**Pat Nikolai**, Police Chief

### CITY COUNCIL APPOINTEES

**Deanna J. Santana**, City Manager  
**Brian Doyle**, City Attorney  
**Linh Lam**, City Auditor

### CITY COUNCIL 2020 PRIORITIES

- Deliver and Enhance High-Quality Efficient Services and Infrastructure
- Manage Strategically Our Workforce Capacity and Resources
- Promote and Enhance Economic, Housing and Transportation Development
- Enhance Community Sports, Recreational and Arts Assets
- Ensure Compliance with Measure J and Manage Levi's® Stadium
- Enhance Community Engagement and Transparency
- Promote Sustainability and Environmental Protection