



# 2014 ANNUAL WATER QUALITY REPORT

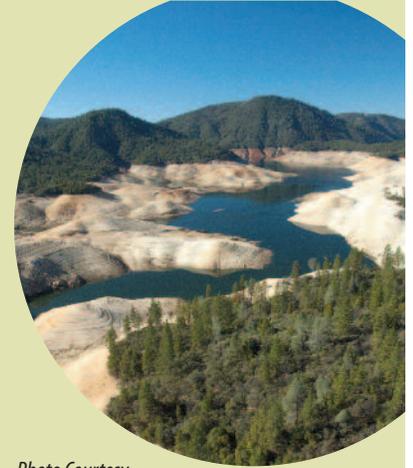


## 1. Careful Water Use in a Severe Drought

In 2014, the residents and businesses of Pleasanton responded to the urgent call for mandatory water conservation by saving an impressive 28% or 1.65 billion gallons of drinking water compared to the amount used in 2013.

On April 1, 2015, Governor Jerry Brown issued the fourth in a series of Executive Orders on actions necessary to address California's severe drought conditions. With snowpack water content at a record low level of 5 percent of average for April 1st, major reservoir storage shrinking each day as a percentage of their daily average measured over the last several decades, and groundwater levels continuing to decline, urgent action is needed. The April 1 Executive Order requires, for the first time in the State's history, mandatory 25% statewide conservation of potable urban water use. Conserving water more seriously now will forestall even more catastrophic impacts if it does not rain next year.

The 2014 Annual Water Quality Report reminds the City's water customers of the need to conserve water and to always use water wisely. One of the most significant areas of water use for most homes and businesses continues to be water used outside for landscape irrigation. Landscape irrigation water use in Pleasanton represents approximately 30 percent of the City's total annual water demand, increasing to over 50 percent of the total water demand during the hot summer months.

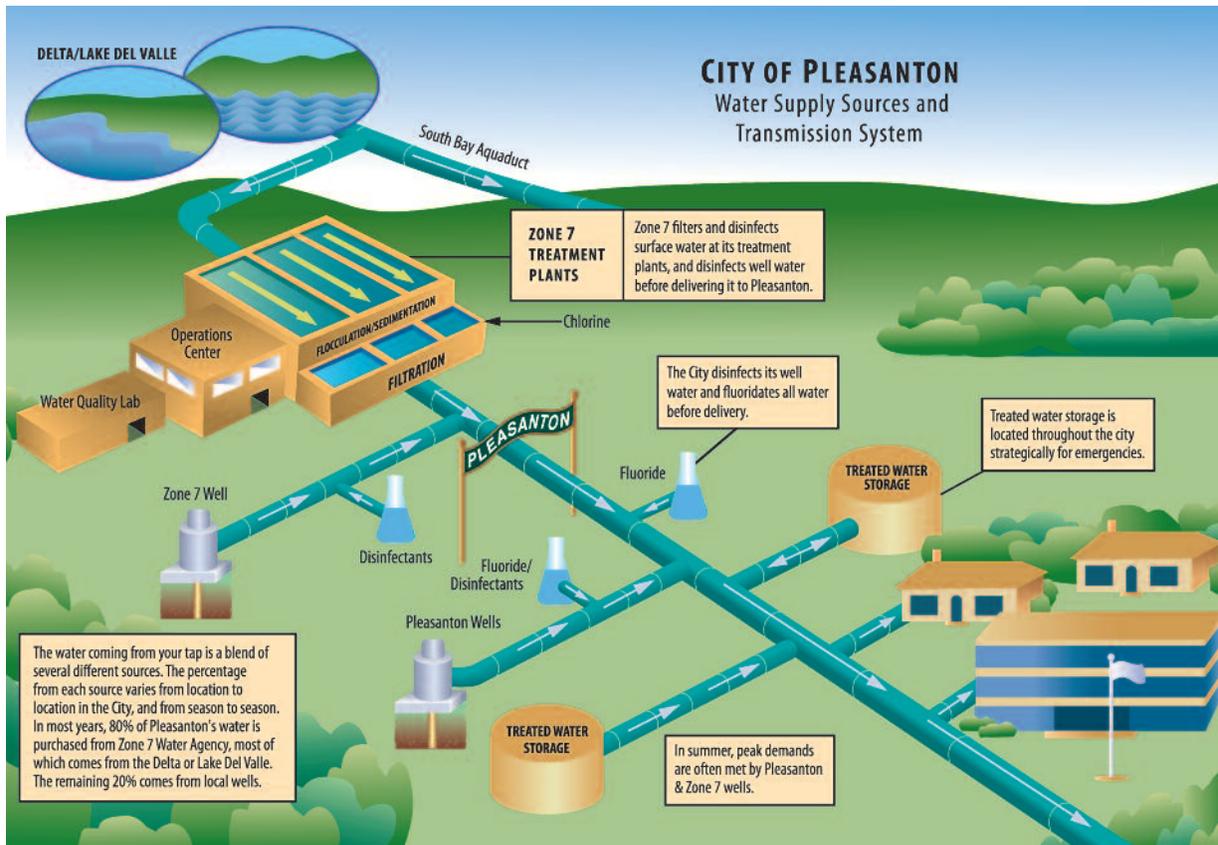


*Photo Courtesy  
of Department of Water Resources*

### **There are many simple and cost-effective measures that City water customers can apply to help reduce their outside irrigation water use:**

- Regularly inspect, repair or replace leaking valves, leaking pipes, inefficient spraying sprinkler heads and drip irrigation emitters.
- Eliminate any water run-off by shortening watering times and/or adding multiple shorter watering cycles.
- During drought conditions, limit outdoor watering to no more than two non-consecutive days per week April through September.
- Only water your landscaping between the hours of 6:00 p.m. and 9:00 a.m. to reduce water loss from wind and evaporation.
- Also, consider replacing some of your lawn area with low water use plants.
- Keeping lawn mowed to a height of 3-inches tall to help lower evaporation and promotes deeper root growth.

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*There are many other water conservation tips, programs and rebates available to assist you both inside and outside your home or business. To learn more, please visit the City's website at [www.pleasantonwaterconservation.com](http://www.pleasantonwaterconservation.com) or call the Water Conservation Hotline: (925) 931-5504.*



## 2. Pleasanton's Water Sources

Zone 7 Water Agency, the Valley's water wholesaler, provides wholesale treated water to four major Valley water retailers, delivers untreated water to a number of agricultural customers, and monitors flood control measures and coordinates groundwater management resources in the Tri-Valley area. Approximately 80% of Pleasanton's water is purchased from Zone 7 and is comprised of treated surface water blended with some local groundwater. The remaining 20% comes from local groundwater pumped from wells owned and operated by the City of Pleasanton. All water sources are disinfected and fluoridated before delivery to our customers.

### Imported Surface Water

The State Water Project (SWP) delivers water to Zone 7. The SWP water originates from the Feather River watershed, where it is stored behind the Oroville Dam before being released into the Sacramento River/San Joaquin Delta. This water is pumped from the Delta by the Department of Water Resources (DWR) to the South Bay Aqueduct (SBA) system, which then flows to the Tri-Valley area. The SBA continues through Alameda County and into Santa Clara County.

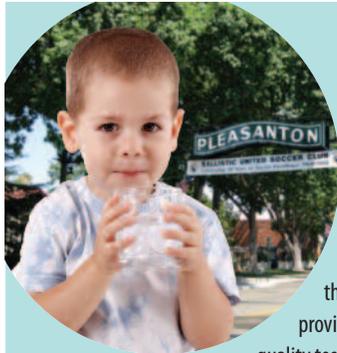
### Local Surface Water

Lake Del Valle, our local water storage reservoir, is operated and maintained by the DWR as a water supply reservoir, local flood control resource and recreation area. The water stored at Lake Del Valle comes from local

rainfall and from the SWP. Water from Zone 7's two surface treatment plants (Del Valle and Patterson Pass) undergoes several stages of treatment in order to comply with the State Water Resources Control Board (State Board), Division of Drinking Water.

### Local Groundwater

Groundwater comes from wells and springs. Both the City and Zone 7 use the local groundwater to increase the volume of drinking water available, especially during the hot summer months, when demand for water rises. On any given summer day, over half of the water being delivered in the City may be groundwater. In August 2009, Zone 7 began operating a demineralization plant that will help soften a portion of the groundwater delivered to certain parts of our service area.



### 3. Water Quality is Our Top Priority

The City of Pleasanton is pleased to distribute this report to its water customers. It provides important information about where your water comes from and the work we perform each day to assure the water delivered to your tap is safe to drink. It also provides data about what is in your water and how water quality tests on your drinking water compare to federal and state drinking water standards during calendar year 2014.

#### Pleasanton's Water Quality Goal

The City's goal is to continuously provide a dependable supply of high quality drinking water to its customers. To accomplish this, the treated surface water delivered to customers is continuously monitored at Zone 7's two local water treatment plants. These plants also perform specific chemical and biological tests every four hours to check the purification process. All groundwater sources comply with State Board testing regulations. In addition, there are 48 sampling points located throughout the City's water distribution system that are monitored and tested daily, weekly and monthly by the City, to assure your drinking water continuously complies with all federal and state drinking water standards. If you have questions regarding the quality of the water supplied to you by the City, this report should provide most of the answers. We appreciate the time you take to read this report and welcome any additional questions or comments you may have regarding your water supply. For further information on Pleasanton's water quality or water supplies, call the City's Water Quality Lab at 925-931-5510, or email your questions to us through the City's web page at [www.cityofpleasantonca.gov](http://www.cityofpleasantonca.gov)

#### 4. Chemicals & Minerals in Water

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Drinking water, including bottled waters, 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 Safe Drinking Water Hotline at 800-426-4791. The disinfectant, Chloramine (a combination of chlorine and ammonia), is used to disinfect both Zone 7 and the City's water. This disinfectant is utilized to protect public health by destroying disease-causing organisms that may be present in water supplies. Chloramines, at the low levels used, will not cause any health problems for the general public. However, aquarium owners and home dialysis patients must take special precautions before chloraminated water can be used in aquariums or home kidney dialysis machines, due to the very small amount of ammonia present in the water.

#### Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised people 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. The 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 at 800-426-4791 or [www.cdc.gov/healthywater/drinking](http://www.cdc.gov/healthywater/drinking).

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 Pleasanton 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 is available from the Safe Drinking Water Hotline, 800-426-4791, or at <http://www.epa.gov/lead>.

#### 5. Definition of Terms

The following terms are used in the water industry to define contaminant levels. Pleasanton's drinking water is tested at the levels in the table to the far right.

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

**MCL** – Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water.

**MCLG** – Maximum Contaminant Level Goal: The level of contaminant below which there is no known or expected risk to health—set by the USEPA.

**MRDL** – Maximum Residual Disinfectant Level: The highest level of a disinfectant that is allowed in drinking water.

**MRDLG** – Maximum Residual Disinfectant Level Goal: The level of a disinfectant below which there is no known or expected risk to health.

**NA** – Not Applicable

**ND** – Not Detected: Concentration not found above Minimum Reporting Limit (MRL) or Detection Limit for Purpose of Reporting (DLR) set by the State Board.

**PHG** – Public Health Goal: 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 EPA.

**TT** – Treatment Technique: A required process for reducing contaminant levels.

**Turbidity** – A measure of the cloudiness of the water. Turbidity levels are a good indicator of the effectiveness of the treatment plant's filtration system.

The following contaminants may also be found in drinking water:

**TTHMs** (Total Trihalomethanes): TTHMs are by-products of drinking water disinfected with chlorine compounds. Some people who use water containing TTHMs in excess of the MCL, over many years, may experience liver, kidney, or central nervous system problems and may have an increased risk of getting cancer. In 2014, the Locational Running Annual Average (LRAA) of Pleasanton's designated sample locations in the distribution system were under the MCL of 80 ppb.

**MTBE** (Methyl Tertiary Butyl Ether): Pleasanton's well water sources were monitored for MTBE in 2014, and it was not detected (next monitoring in 2017). MTBE was not detected in any of Zone 7's sources in the past year. The current detection limit for reporting purposes is 3 parts per billion (ppb).

**Nitrate:** If found in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 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 advice from your health care provider.

*Table Units*

mg/L	Milograms per Liter or parts per million
µg/L	Micrograms per Liter or parts per billion
µS/cm	Microsiemens per Centimeter
NTU	Nephelometric Turbidity Unit

## 6. Understanding the Summary

Primary Drinking Water Standards (PDWS) are set after considerable research and data have been analyzed by health experts. These standards, called Maximum Contaminant Levels (MCLs) are set by USEPA and strictly enforced by the State Water Resources Control Board (State Board), Division of Drinking Water. Primary MCLs are set as close to the Public Health Goals (PHGs) (or Maximum Contaminant Level Goals—MCLGs) as is economically and technologically feasible.

Secondary Standards are based upon qualities of water such as taste, odor, color or clarity of the water. These standards, called Secondary Maximum Contaminant Levels (SMCLs) set limits on substances that may influence customer-acceptance of the water and are established by the State Board.

**Detected Contaminants:** The table at right shows the level of each detected regulated contaminant, the average level of each detected contaminant (Average), and, if more than one sample was collected, the range of levels found during the 2014 calendar year (Range).

In addition to the regulated contaminants, Zone 7 and the City monitor additional "unregulated contaminants" as required. Unregulated contaminant monitoring helps EPA and State Board to determine where certain contaminants occur and whether the contaminants need to be regulated in the future.



In order to ensure that tap water is safe to drink, USEPA and the State Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The limits for contaminants in bottled water provide the same level of protection.

Contaminants that may be present in source water include the following: microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

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

Pesticides and herbicides may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

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

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

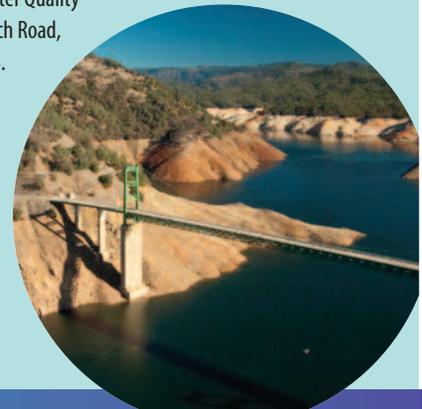
Pleasanton sampling frequency meets, and for some parameters, is more frequent than State Board requirements. The State Board allows monitoring for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Hence, some of our data, though representative, may have been sampled prior to 2014.

A *Drinking Water Source Assessment and Protection Program* (DWSAP) was conducted for the City of Pleasanton Wells #5, #6 and #8 in December 2002. No contaminants have been detected in the City's groundwater supply. However, all groundwater sources are considered vulnerable to activities located near the drinking water supply source. DWSAP is updated whenever new water sources are added.

A completed copy of the assessment may be viewed at the City Water Quality Laboratory, 3333 Busch Road, Pleasanton, CA 94566.

You may request a summary of the assessment be sent to you by contacting Susan Clough at (925) 931-5510.

*Photo Courtesy of Department of Water Resources*



## 7. 2014 Water Quality Results

The following is a list of contaminants that may be found in drinking water and their sources. Also included in the table below is a summary of all chemical analyses required by the USEPA and the State Board for Pleasanton's water supply during calendar year 2014<sup>1</sup>.

Primary Standards—Mandatory health-related standards established by the State Water Resources Control Board (State Board) Division of Drinking Water (DDW)									
WATER SUPPLY SOURCES			ZONE 7 WATER AGENCY <sup>2</sup>				CITY OF PLEASANTON <sup>3</sup>		Sources
Contaminants (units)	MCL	PHG MCLG*	Treated Surface Water		Groundwater		Groundwater		Sources
Turbidity (NTU)	TT=1 NTU Maximum	NA	Highest Level Found=0.28 NTU		Not Applicable		Not Applicable		Soil runoff
	TT=95% of Samples ≤ 0.3 NTU	NA	% of samples ≤ 0.3 NTU=100		Not Applicable		Not Applicable		Soil runoff
Total Organic Carbon	TT=Quarterly RAA Removal Ratio ≥ 1.0	NA	Lowest Quarterly RAA Ratio=1.7		Not Applicable		Not Applicable		Runoff/leaching from natural deposits
Inorganic Chemicals			Average	Range	Average	Range	Average	Range	
Arsenic (µg/L)	10	0.004	ND	ND–2	ND	ND–2	ND	ND	Erosion of natural deposits
Barium (µg/L)	1000	2000	ND	ND	203	110–290	203	140–240	Erosion of natural deposits
Chromium Total (µg/L)	50	100*	ND	ND	ND	ND–11	ND	ND	Erosion of natural deposits
Chromium VI (µg/L)	10	0.02	NA	NA	NA <sup>6</sup>	8–11	4.7	4.5–5.2	Erosion of natural deposits
Selenium (µg/L)	50	30	ND	ND	ND	ND–7	ND	ND	Erosion of natural deposits
Fluoride (mg/L) (Naturally Occurring)	2	1	0.1	0.1	0.1	0.1	0.1	0.1	Erosion of natural deposits
Nitrate (as NO <sub>3</sub> ) (mg/L)	45	45	ND	ND–5	17	9–22	11	9–15	Erosion of natural deposits
Regulated Contaminants with Secondary MCLs, established by the State Board DDW									
Color	15	–	0	0–2.5	0	0	0	0	Naturally occurring organic materials
Odor (TON—Threshold Odor Number)	3	–	0	0–1	0	0	1	1	Naturally occurring organic materials
Conductivity (µS/cm)	1600	–	766	634–1022	915	686–1405	910	730–1000	Substances that form ions in water
Chloride (mg/L)	500	–	150	105–201	87	53–160	86	68–100	Runoff/leaching from natural deposits
Manganese (mg/L)	50	–	ND	ND	ND	ND–35	ND	ND	Runoff/leaching from natural deposits
Sulfate (mg/L)	500	–	40	23–79	59	41–116	54	44–61	Runoff/leaching from natural deposits
Total Dissolved Solids (mg/L)	1000	–	401	226–522	541	400–894	543	420–620	Runoff/leaching from natural deposits
Turbidity (NTU)	5	–	NA	NA	0.05	ND–0.2	0.14	0.11–0.16	Soil runoff
Additional Parameters, included to assist consumers in making health or economic decisions, i.e. low sodium diet, water softening, etc.									
Alkalinity (as CaCO <sub>3</sub> ) (mg/L)	–	–	83	61–108	298	231–411	283	210–320	Runoff/leaching from natural deposits
Boron (µg/L)	–	–	200	120–330	563	280–1470	390	330–430	Runoff/leaching from natural deposits
Hardness (as CaCO <sub>3</sub> ) (mg/L)	–	–	126	102–174	357	242–567	380	290–430	Runoff/leaching from natural deposits
Potassium (mg/L)	–	–	4	3–4	2	1–3	2	2	Runoff/leaching from natural deposits
Sodium (mg/L)	–	–	94	68–129	57	26–123	48	38–54	Runoff/leaching from natural deposits
pH (Units)	–	–	8.1	7.9–8.4	7.3	7.2–7.6	7.7	7.5–7.9	Runoff/leaching from natural deposits
Silica (mg/L)	–	–	9	3–14	25	21–28	25	24–26	Runoff/leaching from natural deposits
DISTRIBUTION SYSTEM SAMPLING RESULTS—Disinfection by-products, disinfectant residuals, fluoridation									
Contaminants (units)	MCL	PHG MCLG* MRDLG**	City of Pleasanton <sup>3</sup>		Sources				
			Highest Locational Running Annual Average	Range of Individual Samples Collected in 2014					
Total Trihalomethanes (TTHMs) (µg/L)	80	NA	79	ND–117 <sup>7</sup>	By-product of drinking water chlorination				
Haloacetic Acids (HAA5) (µg/L)	60	NA	32	ND–56	By-product of drinking water chlorination				
			Highest % of Monthly Positive Samples						
Total Coliform Bacteria	More than 5% of monthly samples are positive	0	0.85%		Naturally present in the environment				
			Running Annual Average (RAA)	Range of Monthly Average					
Chloramines as Chlorine (mg/L)	Maximum Residual Disinfectant Level (MRDL)=4.0	4**	1.5	1.2–1.8	Drinking water disinfectant added for treatment				
Fluoride (mg/L) <sup>5</sup>	2	1	0.85	0.80–0.91	Water additive that promotes strong teeth				
EPA/State Lead Copper Rule—Monitored at Customers Tap—2013 <sup>4</sup>									
			No. Collected	90th Percentile	No. of Samples > Action Level				
EPA Lead Study (µg/L)	AL=15	0.2	40	ND	0	Internal corrosion of household plumbing			
EPA Copper Study (mg/L)	AL=1.3	0.3	40	.36	0	Internal corrosion of household plumbing			

<sup>1</sup> Pleasanton and Zone 7 also test for a number of additional constituents in the water supply sources. Test results for all of these constituents were non-detected and therefore not included in the table. A complete list of all constituents tested during 2014 is available upon request. <sup>2</sup> Zone 7 Water Agency supplies surface and groundwater to the City of Pleasanton. For more information regarding this source, call 925-447-0533. <sup>3</sup> The City of Pleasanton owns and operates three groundwater wells for drinking water purposes. For more information on this source, please call 925-931-5510. <sup>4</sup> Tested every 3 years; next scheduled testing in September 2016. <sup>5</sup> The City treats the water delivered to your tap by adding fluoride to the naturally occurring level in order to help prevent dental caries in consumers. The fluoride levels in the treated water are maintained within a range of 0.7 to 1.3 ppm, as required by the State Board regulations. <sup>6</sup> Chromium VI monitoring not required at most Zone 7 wells because Total Chromium was below the detection limit. <sup>7</sup> High TTHMs were caused by Delta WQ in March 2014.

## 8. Your Water Meets All Safe Drinking Water Standards

The technical and analytical water quality information presented in this report is required by State health regulations. These regulations require water suppliers to inform customers about where their water comes from; what is in their water; and any violation of safe drinking water standards that may have occurred during this past reporting period. This report provides results of all tests required to be performed on Pleasanton's water supplies during 2014. We are happy to report that all 2014 water quality tests confirmed that water delivered to your tap met all applicable federal and state drinking water standards without any violations.

This report also includes information regarding steps taken by the City and Zone 7 to improve drinking water delivered to customers in 2014, and opportunities for the public to participate in decisions that affect their drinking water quality. Phone numbers and web page addresses of the City and other public agencies responsible for water billing, delivery, supply, and water quality are also presented herein.



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

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo o hable con alguien que lo entienda bien.

此份有關你的食水報告,內有重要資料和訊息,請找人為你翻譯及解釋清楚。

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

이 안내는 매우 중요합니다. 분인을 위해 번역인을 사용하십시오.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

### Included in this report:

1. Careful Water Use in a Severe Drought
2. Pleasanton's Water Sources
3. Water Quality is Our Top Priority
4. Chemicals & Minerals in Water
5. Definition of Terms
6. Understanding the Summary
7. 2014 Water Quality Results
8. Your Water Meets All Safe Drinking Water Standards
9. Public Involvement & Contact Information

## 9. Public Involvement

Zone 7, the Valley's water wholesaler, and the City of Pleasanton encourage citizens who would like to become involved in local water issues and water quality topics to attend Zone 7's regular board meetings, which are held the third Wednesday of each month at 7:00 p.m. at the Zone 7 offices in Livermore at 100 North Canyons Parkway. These meetings are open to the public. Agendas and other pertinent information on these meetings are available on the Zone 7 web site at [www.zone7water.com](http://www.zone7water.com). For further assistance, please refer to the contact information below:

### Contact Information

<b>Water Quality Information</b>	925-931-5510
M-F 7:00 AM-3:30 PM	
Susan Clough, <a href="mailto:sclough@cityofpleasantonca.gov">sclough@cityofpleasantonca.gov</a>	
<i>Para informacion en español, llamar al telefono</i>	925-931-5500
<b>Utility Billing Information/Water Conservation Material &amp; Programs</b>	925-931-5500
M-F 7:30 AM-4:30 PM	
<b>Emergency Water Service</b>	925-931-5500
M-F 7:00 AM-3:30 PM	
<b>After hours and weekends, call Pleasanton Police Dispatch</b>	925-931-5100
<b>Zone 7 Water Agency</b>	925-454-5000
M-F 8:00 AM-5:00 PM	
<a href="http://www.zone7water.com">www.zone7water.com</a>	
<b>Alameda County Household Hazardous Waste Collection Sites</b>	800-606-6606
M-F 8:30 AM-5:00 PM	
<a href="http://www.household-hazwaste.org">www.household-hazwaste.org</a>	
<b>EPA Safe Drinking Water Hotline</b>	800-426-4791
<a href="http://www.epa.gov/drink/hotline/index.cfm">www.epa.gov/drink/hotline/index.cfm</a>	
<b>EPA National Radon Hotline</b>	800-767-7236
<a href="http://www.sosradon.org">www.sosradon.org</a>	

**To view the Water Quality Report online, please visit [www.ci.pleasanton.ca.us/pdf/awqr14.pdf](http://www.ci.pleasanton.ca.us/pdf/awqr14.pdf)**

**Saving Water Saves Money!** Households can save hundreds of dollars a year on utility and water bills by using energy-efficient appliances or by simply using existing appliances more efficiently.



For any further questions you may have regarding the City's water supplies or quality, you can contact us by visiting the

City's web site at [www.cityofpleasantonca.gov](http://www.cityofpleasantonca.gov)