

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

(The following two sentences are in Spanish relaying information on the importance of this notice. Translated to English it would read as follows. [This notice contains important information regarding your drinking water, please read the Spanish notice if it is included. If the Spanish notice is not included, please contact the water system and ask for a copy.])

Este aviso contiene información muy importante sobre su agua potable, por favor lea el aviso en español si va aquí incluido. Si el aviso en español no va incluido aquí, contacte al sistema de agua para pedir una copia.

City of Pleasanton, Tank 1600 has levels of Total Trihalomethanes (TTHM) Above Drinking Water Standards

City of Pleasanton, Tank 1600 has levels of Haloacetic Acids (HAA5) Above Drinking Water Standards

Our water system recently failed a drinking water standard at Tank 1600. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation. This is a localized condition and only affects the customers who received water from Tank 1600. The area affected by this notification is shown in the attached map.

We routinely monitor for the presence of drinking water contaminants. Testing results we received on June 10, 2025, show that our system exceeds the standard, or maximum contaminant level (MCL), for TTHM. The MCL standards for TTHM are 80 µg/L. The average level of TTHM over the last year was 86 µg/L.

The testing result on June 10, 2025, also shows that our system exceeds the standard, or maximum level (MCL), for HAA5. The MCL standards for HAA5 are 60 µg/L. The average level of HAA5 over the last year was 74 µg/L.

What should I do?

- You do not need to use an alternative (e.g., bottled) water supply.
- This is not an immediate risk. If it had been, you would have been notified immediately. However, some people who drink water containing TTHM 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.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What was done?

Tank 1600, located in the Kilkare area, provides storage for approximately 1.5 million gallons of water, serving less than 200 customers while also maintaining the required fire protection capacity. In compliance with State Water Board requirements, the City conducts quarterly water quality monitoring. Based on the sampling data collected, Tank 1600 has a locational running annual average of 86 µg/L, which exceeded the maximum contaminant level of 80 µg/L.

TTHM and HAA5 are disinfection byproducts (DBPs) formed when chlorine reacts with natural organic matter in the source water. Levels are influenced by organic content, water age, storage practices, and seasonal temperature. Since 2022, the City has relied solely on Zone 7 surface water, which generally contains higher organic matter and DBP precursors compared to local groundwater.

Due to fire protection requirements, Tank 1600 is operated at higher-than-average storage levels, resulting in longer water retention time. Combined with summer heat, this has accelerated DBP formation and led to exceedance of the MCL.

Upon detection, staff immediately flushed the water distribution system and notified the State Water Board as required. The City received a Notice of Violation and has already met with regulators to develop a corrective action plan. Three immediate mitigation measures were identified:

1. Consistent flushing of the water distribution system; and
2. Installation of solar mixing equipment to reduce water age and improve circulation.
3. Hire a consultant to develop a mitigation plan

The City will continue to sample the water in Tank 1600 to ensure the immediate mitigation measures effectively mitigate the TTHM and HAA5 levels. We anticipate resolving the problem within nine months, or by June 30, 2026.

For more information, scan the QR code below or enter the shortened link in your browser, then click on the link: Water Quality Notice – June 2025. You may also contact the City of Pleasanton, Department of Public Works Customer Services Division at (925) 931-5500 or by mail at 3333 Busch Road, Pleasanton, CA 94566.



Water Quality Notice – June 2025

bit.ly/WaterQualityNotice

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 notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [per Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by the City of Pleasanton water system.

State Water System ID number: PWS No. CA0110008

Date distributed: September 30, 2025