

Heritage Oaks: Living Landmarks

Pleasanton's iconic heritage oaks have shaped the community's landscape for generations. These long-living native trees provide shade, support local wildlife, and reflect the natural beauty and resilience that define Pleasanton.

2025 ANNUAL WATER QUALITY REPORT

The City of Pleasanton is proud to present its **2025 Annual Water Quality Report**. We are committed to providing safe, reliable drinking water to our residents and businesses, now and into the future.

This report provides important information about your drinking water, including its sources and the steps we take to ensure its quality. It includes results from our ongoing water quality testing and shows how Pleasanton's water compares to federal and state drinking water standards.

Providing Safe and Reliable Water Our Community Can Count on



THE CITY OF
PLEASANTON

1.

PLEASANTON'S WATER MEETS SAFE DRINKING WATER STANDARDS

The **City of Pleasanton 2025 Annual Water Quality Report** was prepared in accordance with state and federal regulations that require water suppliers to provide customers with annual information about their drinking water, including water sources, detected constituents, and any violations of drinking water standards during the previous year.

In 2025, the City of Pleasanton met all State and Federal enforceable regulatory requirements for the operation and delivery of drinking water across the vast majority of the system. An exception occurred at a single, isolated location in the Kilcare area served by Tank 1600. Second-quarter monitoring results indicated that one portion of the system, serving 164 residents, exceeded the maximum allowable limits for disinfection byproducts, specifically total trihalomethanes (TTHMs) and haloacetic acids (HAA5). These standards are based on a locational running annual average (LRAA), which reflects average water quality over time rather than a single sample result.

For more information, visit the City's Water Quality and Safety Website under Water Quality Notice-June 2025 at <https://www.cityofpleasantonca.gov/our-government/pleasanton-water/water-quality-safety/>.

This report also summarizes the City of Pleasanton and Zone 7 Water Agency's efforts to maintain water quality, operate and improve the water system, and keep the public informed. The City remains committed to providing a safe, reliable, and sustainable water supply through ongoing investment in infrastructure and long-term planning efforts.

Subscribe to the City's special edition e-newsletter, Pleasanton Pipeline, for regular updates about water projects, programs, and initiatives.



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

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

本報告包含有關您的飲用水的重要資訊。請將其翻譯或請他人為您解釋清楚。

इस रिपोर्ट में आपके पेयजल के बारे में महत्वपूर्ण जानकारी है। इसे अनुवाद करें या किसी ऐसे व्यक्ति से बात करें जो इसे समझता हो।

Mahalaga ang impormasyong ito tungkol sa inyong iniinom na tubig. Ipasalin ito o ipaliwanag sa taong nakakaunawa nito.

이 보고서에는 귀하의 식수에 대한 중요한 정보가 포함되어 있습니다. 번역하시거나 이해할 수 있는 사람에게 문의하십시오.

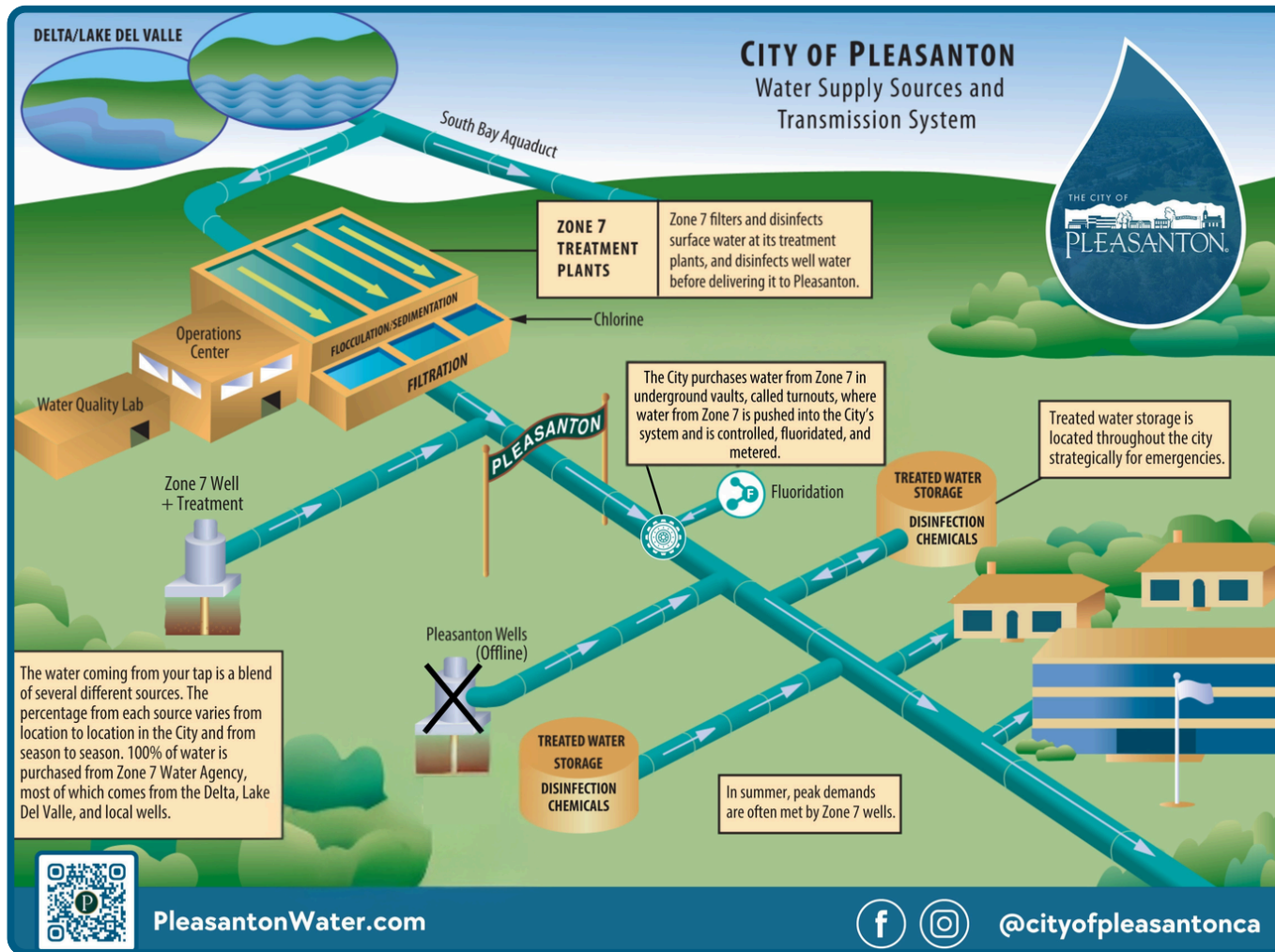
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2.

PLEASANTON'S WATER SOURCES



Zone 7 Water Agency, the Tri-Valley's wholesale water provider, supplies treated drinking water to local water retailers, delivers untreated water to agricultural customers, provides flood protection, and manages groundwater resources in the Tri-Valley area.

Zone 7 treats imported surface water at its treatment facilities and also manages local groundwater supplies used throughout the region.

In 2025, the City of Pleasanton purchased all of its water supply from Zone 7. This supply consisted of treated surface water blended with local groundwater.

Water is delivered through Zone 7's regional system to the City's distribution system, where it is monitored and distributed to customers.

All water delivered to customers is disinfected prior to distribution, and fluoride is added to meet state requirements.

Imported Surface Water

The **State Water Project (SWP)** delivers water to Zone 7. SWP water originates from the Feather River watershed and is stored in Oroville Reservoir before being conveyed through the Sacramento–San Joaquin Delta.

The California Department of Water Resources transports this water through the South Bay Aqueduct to the Tri-Valley area, where it is treated by Zone 7 and delivered to local water retailers, including Pleasanton.

Local Surface Water

Lake Del Valle is a local storage reservoir operated by the California Department of Water Resources. It stores both imported SWP water and local runoff.

Water from Lake Del Valle is treated at Zone 7's surface water treatment plants before being delivered to Pleasanton customers. These facilities operate in compliance with State Water Resources Control Board, Division of Drinking Water regulations.

Local Groundwater

Groundwater in the Tri-Valley basin is managed by Zone 7 and is used to supplement the region's water supply, particularly during periods of high demand.

The City of Pleasanton's groundwater wells are currently not in use. However, groundwater remains an important regional resource and may be used by Zone 7 to support overall water supply reliability.

3.

PLEASANTON'S WATER QUALITY GOALS

Water Quality is our top priority. The City of Pleasanton is committed to delivering safe, reliable, high-quality drinking water today while planning for the future. In recent years, the City has taken significant steps to safeguard its water system through strategic planning, infrastructure investment, and long-term financial planning.

In January 2025, the City Council adopted Pleasanton's first Water System Management Plan, a roadmap that identifies infrastructure needs, capital improvement priorities, and operational requirements over the next 20 years. This effort, along with the City's Water Enterprise Financial Analysis and Water Rate Study, helps ensure the City can continue making critical investments to modernize the system, improve reliability, and meet evolving water quality regulations.

Both the City and Zone 7 Water Agency routinely test all water supplies. Zone 7 continuously monitors water quality at its treatment plants, conducting tests every four hours to ensure safe and effective treatment. Meanwhile, the City monitors 48 sampling locations throughout the distribution system daily, weekly, and monthly to ensure compliance with all drinking water standards.

This report highlights Pleasanton's 2025 water quality results and the steps taken to deliver safe, reliable water throughout the community. For more information about source water and treatment, view Zone 7 Water Agency's Water Quality Report at www.zone7water.com/water-quality.



Oaks Trees Help Protect Watersheds

Oak trees help reduce stormwater runoff and erosion by absorbing rainfall and stabilizing soil with deep root systems —helping to protect local creeks and overall water quality.

4.

WHAT'S IN YOUR WATER

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The presence of these substances does not necessarily indicate that the water poses a health risk.

Sources of drinking water include rivers, lakes, streams, reservoirs, springs, and wells. As water travels over land or through the ground, it can dissolve naturally occurring minerals and, in some cases, pick up substances resulting from animal or human activity.

For more information about contaminants and potential health effects, call the U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline at 800-426-4791 or visit www.epa.gov/safewater.

Pleasanton's water is disinfected using chloramine, a combination of chlorine and ammonia, to protect against bacteria and viruses in the distribution system.

Important Note for Sensitive Groups: Aquarium owners and home dialysis patients should take special precautions when using water treated with chloramine. Please consult your equipment manufacturer or physician for guidance.



5.

LEAD AND COPPER IN DRINKING WATER

The U.S. Environmental Protection Agency (EPA) regulates lead and copper in drinking water through the Lead and Copper Rule (LCR), which requires water systems to monitor drinking water at customer taps and take actions to reduce exposure if necessary.

Lead in drinking water is primarily associated with materials and components used in service lines and household plumbing.

In 2024, the City completed a system-wide lead service line inventory in accordance with state and federal requirements. Based on a review of historical records and field investigations, the City did not identify any lead or galvanized service lines in the distribution system that require replacement.

The City is currently implementing a water meter replacement project. As part of this effort, field verification of service line materials will continue. To date, findings remain consistent with the initial inventory results.

While the City of Pleasanton provides high-quality drinking water, it cannot control the materials used in plumbing within private properties.

Lead can enter drinking water when plumbing materials containing lead corrode, particularly when water sits in pipes for extended periods.

If water has been sitting in your plumbing 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 present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Customers concerned about lead in their drinking water may wish to have their water tested.

Information on lead in drinking water, testing methods, and steps to minimize exposure is available from the **EPA Safe Drinking Water Hotline at 800-426-4791 or at www.epa.gov/lead**.

The City conducts lead and copper monitoring at selected homes in accordance with regulatory requirements. Results from the most recent monitoring are included in the Water Quality Tables section of this report.



A Thriving Urban Forest

The City of Pleasanton maintains 28,144 public trees, including iconic native oaks, that provide shade, beautify neighborhoods and parks, and support a healthy environment.



6.

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 in section 8.

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 US EPA.

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

MRL – Minimum Reporting Level: The minimum level of contaminate 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.

Table Units

| | |
|-------|---|
| mg/L | Milligrams per Liter or parts per million |
| µg/L | Micrograms per Liter or parts per billion |
| µS/cm | MicroSiemens per Centimeter |
| NTU | Nephelometric Turbidity Unit |
| pCi/L | Picocuries per Liter |

The following contaminants may also be found in drinking water:

TTHMs (Total Trihalomethanes): TTHMs are by-products formed when disinfectants such as chlorine react with naturally occurring organic matter in water. Some people who drink water containing TTHMs in excess of the maximum contaminant level (MCL) over many years may experience liver, kidney, or central nervous system problems and may have an increased risk of cancer.

In 2025, one location in Pleasanton’s distribution system exceeded the TTHM MCL based on a locational running annual average (LRAA). As subsequent sampling results improved, the system returned to compliance by the end of the year. Additional information about this violation is provided in this report.

MTBE (Methyl Tertiary Butyl Ether): MTBE was not detected in Zone 7’s water supply sources in 2025. The detection limit for reporting purposes is 3 parts per billion (ppb).

Nitrate: Nitrate occurs naturally in groundwater and can also result from fertilizer runoff and other sources. In 2025, nitrate levels in Zone 7’s water averaged 3.2 milligrams per liter (mg/L), with a range of 0.9 to 4.1 mg/L. These levels are below the MCL of 10 mg/L.

Nitrate is a health concern at levels above the MCL, particularly for infants under six months of age, pregnant women, and individuals with certain enzyme deficiencies. At elevated levels, nitrate can interfere with the ability of the blood to carry oxygen. If you are in a sensitive group and concerned about nitrate exposure, consult your healthcare provider.



7.

UNDERSTANDING WATER QUALITY RESULTS

Primary Drinking Water Standards (PDWS) are established by the U.S. Environmental Protection Agency (EPA) and enforced by the State Water Resources Control Board, Division of Drinking Water.

These standards include Maximum Contaminant Levels (MCLs), which are set as close as possible to Public Health Goals (PHGs) or Maximum Contaminant Level Goals (MCLGs), taking into account available treatment technology and cost.

Secondary standards, known as Secondary Maximum Contaminant Levels (SMCLs), are established by the State for substances that may affect the taste, odor, color, or appearance of drinking water.

The Water Quality Tables in this report show the levels of detected regulated contaminants, including the average concentration and, where applicable, the range of results.

In addition to regulated contaminants, Zone 7 and the City monitor certain unregulated contaminants to help the EPA and State determine whether future regulation is needed.

Drinking water sources (both tap water and bottled water) may reasonably be expected to contain small amounts of some contaminants.

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, which can occur naturally or result from stormwater runoff, wastewater discharges, or industrial activities.
- **Pesticides and herbicides**, which may come from agriculture, urban runoff, and residential use.

- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which can result from industrial processes, petroleum production, gas stations, and septic systems.
- **Radioactive contaminants**, which can be naturally occurring or result from oil and gas production and mining.

Bottled water is regulated by the U.S. Food and Drug Administration (FDA), which establishes standards that must provide the same level of public health protection as drinking water standards.

The City of Pleasanton conducts sampling in accordance with regulatory requirements, and in some cases monitors more frequently than required.

Unless otherwise noted, the data presented in this report is from testing conducted in 2025. Some contaminants are monitored less than once per year because their levels are not expected to change significantly.

Source water assessments are conducted to evaluate the vulnerability of drinking water sources to potential contamination. These assessments are updated as needed when changes occur in the water system.

Quality Water Starts at the Source

Protecting source water, local watersheds, and natural landscapes helps maintain the high-quality drinking water Pleasanton residents rely on every day.



For any further questions you may have regarding the City's water supplies or quality, you can contact us by visiting the City's website at www.PleasantonWater.com or calling 925-931-5500.

2025 WATER QUALITY RESULTS

The table below lists drinking water contaminants, where detected, and their sources.

| PRIMARY STANDARDS — Mandatory health-related standards established by the State Water Resources Control Board (State Board) Division of Drinking Water (DDW) | | | | | | | |
|--|---|-----------|---|--------------|--|--------------------|--|
| ZONE 7 WATER AGENCY | | | | | | | |
| Contaminants (units) | MCL | PHG MCLG* | Treated Surface Water | | Groundwater | | Major Sources in Drinking Water |
| Turbidity (NTU) | TT=1 NTU Maximum TT=95% of Samples ≤ 0.3 NTU TT = Quarterly RAA | NA | Highest Level Found = 0.1 NTU % of Samples ≤ 0.3 NTU = 100 | | Not Applicable Not Applicable | | Soil Runoff Soil Runoff |
| Total Organic Carbon | Removal Ratio ≥ 1.0 | NA | Lowest Quarterly RAA Ratio = 1.1 | | Not Applicable | | Various natural and manmade sources |
| Inorganic Chemicals | | | Average | Range | Average | Range | |
| Arsenic (µg/L) | 10 | 0.004 | ND | ND | ND | ND-2 | Erosion of natural deposits |
| Barium (µg/L) | 1000 | 2000 | ND | NA | 216 | ND-300 | Erosion of natural deposits; discharge of drilling wastes; and discharge from metal refineries |
| Bromate (µg/L) | RRA: 10 | 0.1 | Highest RRA: ND | ND | NA | NA | Byproduct of drinking water disinfection |
| Selenium (µg/L) | 50 | 30 | ND | ND-5 | ND | ND-7 | Erosion of natural deposits; discharge from mines and industrial wastes |
| Fluoride (mg/L) (Naturally Occurring) | 2 | 1 | ND | ND-0.1 | ND | ND-0.1 | Erosion of natural deposits and discharge from fertilizer and aluminum factories |
| Nitrate (as N) (mg/L) | 10 | 10 | ND | ND-0.8 | 3.2 | 0.9-4.1 | Erosion of natural deposits; runoff from fertilizer use; and leaching from septic tanks and sewage |
| Chromium, Total (mg/L) | 50 | - | ND | ND | ND | ND-10 | Erosion of natural deposits |
| Chromium, Hexavalent (ug/L) | RAA: 10 | 0 | NA | NA | Highest RAA: **4.0 Systemwide Avg: 5.9 | 3.7-7.6 3.0-8.4 | Discharges from electroplating factories, leather tanning, wood preservation, chemical manufacturing, and textile dyeing; erosion of natural deposits. |
| Radionuclides | | | | | | | |
| Gross Alpha Particle Activity (pCi/L) | 15 | 0 | ND | ND | 4 | ND-5 | Erosion of natural deposits |
| Uranium (pCi/L) | 20 | 0.43 | ND | ND | ND | ND-3 | Erosion of natural deposits |
| Regulated Contaminants with Secondary MCLs, established by the State Board DDW | | | | | | | |
| Conductivity (µS/cm) | 1600 | -- | 440 | 370-732 | 806 | 214-1073 | Substances that form ions when in water; seawater influence |
| Chloride (mg/L) | 500 | -- | 58 | 24-157 | 80 | 20-112 | Runoff/leaching from natural deposits; seawater influence |
| Sulfate (mg/L) | 500 | -- | 42 | 24-59 | 52 | 7.0-94 | Runoff/leaching from natural deposits; industrial wastes |
| Total Dissolved Solids (mg/L) | 1000 | -- | 238 | 145-375 | 478 | 97-672 | Runoff/leaching from natural deposits |
| Additional Parameters, included to assist consumers in making health or economic decisions, i.e., low sodium diet, water softening, etc. | | | | | | | |
| Alkalinity (as CaCO3) | -- | -- | 88 | 68-159 | 259 | 58-357 | Runoff/leaching from natural deposits |
| Boron (µg/L) | -- | -- | 38 | ND-120 | 361 | ND-770 | Runoff/leaching from natural deposits |
| Hardness (as CaCO3) (mg/L) | -- | -- | 88 | 56-152 | 318 | 35-452 | Runoff/leaching from natural deposits |
| Potassium (mg/L) | -- | -- | 2.5 | 1.4-4.1 | 1.9 | 0.5-2.3 | Runoff/leaching from natural deposits |
| Sodium (mg/L) | -- | -- | 61 | 34-113 | 54 | 29-76 | Runoff/leaching from natural deposits |
| pH (Units) | -- | -- | 8.6 | 8.2-8.9 | 7.8 | 7.3-9.7 | Runoff/leaching from natural deposits |
| Silica (mg/L) | -- | -- | 8.1 | ND-12 | 20 | ND-31 | Runoff/leaching from natural deposits |

* Gross alpha data is from 2024 except Hopyard well 9 that was sampled in 2022. ** C6 data from Chain of Lakes Treatment Plant.

2025 WATER QUALITY RESULTS, CONTINUED

PLEASANTON DISTRIBUTION SYSTEM SAMPLING RESULTS—Disinfection by-products, disinfectant residuals, fluoridation

| Contaminants (units) | MCL | PHG MCLG MRDLG | City of Pleasanton | | Sources | |
|---|--|----------------|--|---|---|--|
| | | | Highest Locational Running Annual Average (LRAA) | Range of Individual Samples Collected in 2025 | | |
| Total Trihalomethanes (TTHMs) (µg/L) | 80 | NA | 41 | ND-111.31 | Byproduct of drinking water disinfection | |
| Haloacetic Acids (HAA5) (µg/L) | 60 | NA | 27 | ND-116.7 | Byproduct of drinking water disinfection | |
| Highest % of Monthly Positive Samples | | | | | | |
| Total Coliform Bacteria | More than 5% of monthly samples are positive | 0 | 0% | | Naturally present in the environment | |
| | | | Running Annual Average (RAA) ⁸ | Range of Monthly Average | | |
| Chloramines as Chlorine (mg/L) | Maximum Residual Disinfectant Level (MRDL) = 4.0 | 4 | 2.31 | 2.14-2.53 | Drinking water disinfectant added for treatment | |
| Fluoride (mg/L)² | 2 | 1 | 0.75 | 0.09-1.18 | Water additive that promotes strong teeth | |
| EPA/State Lead Copper Rule—Monitored at Customer's Tap—20223 | | | Number Collected | 90th Percentile | Number of Samples > Action Level | |
| EPA Lead Study (µg/L) | AL = 15 | 0.2 | 68 | ND | 2 | Internal corrosion of household plumbing |
| EPA Copper Study (mg/L) | AL=13 | 0.3 | 68 | 0.29 | 0 | Internal corrosion of household plumbing |

To view the 2025 Annual Water Quality Report online, visit www.PleasantonWater.com.

Save Water. Save Money.

From water-wise landscaping and efficient irrigation to rebates and free water-saving resources, there are many ways to save water and lower your bill.

Learn more at www.PleasantonWaterConservation.com



PFAS UPDATES & DETECTION IN GROUNDWATER

What are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a group of man-made chemicals that have been used since the 1940s in products such as nonstick cookware, water-resistant materials, and firefighting foams. PFAS are often called “forever chemicals” because they do not break down easily in the environment and can accumulate over time.

PFAS Regulatory Update

In recent years, the U.S. Environmental Protection Agency (EPA) has established drinking water standards for certain PFAS compounds, including PFOA and PFOS. Public water systems are required to monitor for these compounds and take action if levels exceed regulatory limits.

The State Water Resources Control Board (SWRCB) has also established notification and response levels for several PFAS compounds in California and continues to evaluate additional regulatory requirements.

SWRCB Advisory Levels for PFAS (ng/L)

| PFAS | Notification Level (NL) ¹ | Response Level (RL) ² |
|--------------------------------------|--------------------------------------|----------------------------------|
| Perfluorooctanesulfonic acid (PFOS) | 6.5 | 40 |
| Perfluorooctanoic acid (PFOA) | 5.1 | 10 |
| Perfluorobutanesulfonic acid (PFBS) | 500 | 5,000 |
| Perfluorohexanesulfonic acid (PFHxS) | 3 | 20 |

Notes: **1**NL is the concentration level of a contaminant in drinking water delivered for human consumption that SWRCB has determined, based on available scientific information, does not pose a significant health risk but warrants notification to the governing body. **2**RL is the concentration of a contaminant in drinking water delivered for human consumption at which the water system, in the case of PFAS, must either (1) take the source out of service immediately; (2) utilize treatment or blending; or (3) provide immediate public notification of the exceedance if the source remains active. RLs are not regulatory drinking water standards.

Ensuring a Safe Water Supply in the Age of “Forever Chemicals”

PFAS in Pleasanton’s Water Supply

Zone 7 Water Agency regularly monitors for PFAS in both surface water and groundwater sources. PFAS have not been detected above applicable regulatory levels in treated surface water supplies, which provide the majority of Pleasanton’s drinking water.

PFAS have been detected in some groundwater wells within the Tri-Valley region. When levels exceed State response levels, actions are taken to ensure that water delivered to customers meets all applicable drinking water standards. These actions may include treatment, blending, or removing wells from service.

Zone 7 has constructed and operates treatment facilities that use ion exchange technology to remove PFAS from affected groundwater sources.

City of Pleasanton Groundwater System

The City of Pleasanton previously identified PFAS in certain groundwater wells. These wells were removed from service, and the City’s groundwater wells did not operate during 2025.

As a result, all water delivered to Pleasanton customers in 2025 met applicable PFAS regulatory standards.

For more information about PFAS and Pleasanton’s water quality, visit www.PleasantonWater.com.



ZONE 7 WATER AGENCY MONITORING FOR PFAS

JANUARY-DECEMBER 2025 WATER QUALITY DATA – Contaminants detected in treated water supply – Zone 7 Water Agency Has Provided All Data.

Per- and Polyfluoroalkyl Substances (PFAS) DRINKING WATER STANDARDS, established by the State Water Board

| PFAS | Response Level | Notification Level | CCRDL | Surface Water | | Groundwater | | Sources |
|---|----------------|--------------------|-------|---------------|-------|-------------|-------|--------------------------|
| | | | | Average | Range | Average | Range | |
| Perfluorooctane Sulfonic Acid (PFOS), ng/L | 40 | 6.5 | 4 | ND | NA | ND | NA | Various man-made sources |
| Perfluorooctanoic Acid (PFOA) (ng/L) | 10 | 5.1 | 4 | ND | NA | ND | NA | Various man-made sources |
| Perfluorohexane Sulfonic Acid (PFHXS) (ng/L) | 20 | 3 | 3 | ND | NA | ND | NA | Various man-made sources |
| Perfluorononanoic Acid (PFNA) (ng/L) | NA | NA | 4 | ND | NA | ND | NA | Various man-made sources |
| Hexafluoropropylene oxide dimer acid (HFPO-DA) (Gen-X), ng/L | NA | NA | 5 | ND | NA | ND | NA | Various man-made sources |
| Mixtures containing two or more of PFHxS, PFNA, HFPO-DA, and PFBS | NA | NA | NA | ND | NA | ND | NA | Various man-made sources |

Abbreviations/Units: CCRDL = Consumer Confidence Report Detection Level (State Water Board established). Ng/L = Nanograms per liter, NA = Not Applicable, ND = Monitored for but not detected at or above CCRDL. Although the lab may detect concentrations below the State-required reporting threshold (CCRDL), those values are not considered officially “detected” for reporting purposes. As a result, average concentrations are reported as Non-Detect (ND) when the measured values fall below the CCRDL, even if the range includes a low-level result.

JANUARY-DECEMBER 2025 WATER QUALITY DATA – Contaminants detected in distribution

| PFAS | Notification Level (NL) ¹ | Response Level (RL) ² | Turnout 4 | |
|-------|--------------------------------------|----------------------------------|----------------|--------------|
| | | | Average (ng/L) | Range (ng/L) |
| PFBS | 500 | 5000 | ND | ND |
| PFOS | 6.5 | 40 | ND | ND |
| PFOA | 5.1 | 10 | ND | ND |
| PFHxS | 3 | 20 | ND | ND |
| PFHxA | NA | NA | ND | ND |



For further PFAS test result details, refer to the City of Pleasanton website at:
www.PleasantonWater.com

11.

DISINFECTION BY-PRODUCTS

Disinfection by-products (DBPs), including total trihalomethanes (TTHMs) and haloacetic acids (HAA5), are formed when disinfectants such as chlorine react with naturally occurring organic matter in water. Maintaining effective disinfection while minimizing the formation of DBPs is an important part of water system operations.

In 2025, the City identified elevated DBP levels at one storage tank in its distribution system (Tank 1600 in the Kilcare area) based on a locational running annual average (LRAA). In response, the City took immediate action to flush the tank and implement operational improvements to reduce DBP formation and improve water quality.

One key improvement was the installation of solar-powered mixing and aeration equipment in a treated water storage tank. This system continuously circulates and aerates the water, helping to reduce the amount of time water remains stagnant. By improving mixing and increasing oxygen exchange, the system helps limit the conditions that allow DBPs to form.



These improvements, along with ongoing operational adjustments, helped reduce DBP levels and return the system to compliance in 2025.

The City will continue to monitor and optimize system operations to maintain water quality and regulatory compliance.

Maintaining proper water circulation and reducing water age are key strategies the City uses to help ensure safe, high-quality drinking water for the community.

12.

CROSS CONNECTION CONTROL

The City of Pleasanton is committed to keeping our drinking water safe and reliable. To further protect our water system, the City has expanded its Cross-Connection Control and Backflow Prevention Program in accordance with state and federal law. Cross-connections are points in the water system where non-potable water sources (such as chemicals or water unsafe for drinking) could come into contact with potable water.

In June 2025, the City prepared a draft **Cross-Connection Control Plan (CCCCP)**, which is under state review and approval. The purpose of this plan is to protect public health by:

- Preventing the occurrence of backflow into the City's drinking water system.
- Ensuring proper installation and maintenance of backflow protection assemblies on services to premises where actual or potential hazards exist.
- Promoting the elimination of existing or future cross-connections through inspection and regulation of plumbing and water piping within or between a customer's premises and the City's water system.

As part of this program, a certified backflow prevention assembly (BPA) is required for all non-residential water service connections and for any residential connections with potential hazards, such as an on-site well, booster pump, or unprotected fire sprinkler system.

The City has begun conducting hazard assessments, as outlined in its plan, to identify potential cross-connections. Customers with identified concerns will be contacted directly to discuss next steps and answer questions.

The City of Pleasanton appreciates our community's partnership in keeping our water safe as we implement these new guidelines together.

Monitoring your water use is easier than ever!

The Pleasanton My Water Portal and Mobile App give you 24/7 access to your water account. You can view hourly readings from your water meter, make online payments, view historic use, and sign up for automatic leak notifications.

Scan here to register!



BEHIND EVERY DROP...

Most people never think about their drinking water. It's there when you turn on the tap, clear, reliable, and easy to take for granted.

But behind that simplicity is a system carefully managed every day by people who live and work in this community.

Pleasanton's water is treated by Zone 7 Water Agency before it reaches the City.

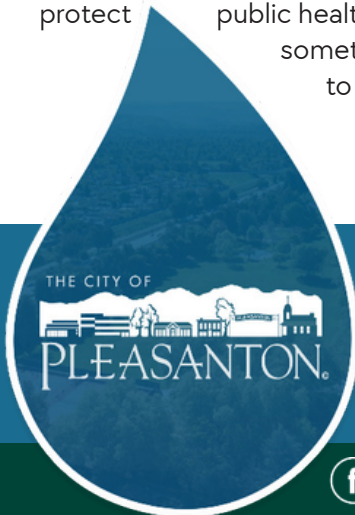
From there, City staff are responsible for delivering it safely through miles of pipeline, storage tanks, and distribution infrastructure to homes and businesses across Pleasanton.

This work is continuous. Operators monitor water quality, adjust system operations, and respond to changing conditions to ensure water remains safe as it moves through the system.



**It's quiet work.
Often invisible.
But essential.**

Every day, behind the scenes, dedicated professionals are working to protect public health and deliver water you can rely on, because something this essential should never be left to chance...



Follow us online to stay informed and engaged about Pleasanton Water's latest steps to safeguard its water future and deliver a safe, reliable, and sustainable water supply.



@cityofpleasantonca



City of Pleasanton



cityofpleasantonca.gov

11.

PUBLIC INVOLVEMENT

Zone 7 and the City of Pleasanton encourage citizens who want to become involved in local water issues and water quality topics to attend Zone 7 Water Agency's regular board meetings. The meetings 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 at www.zone7water.com. For further assistance, please refer to the contact information below:

Water Quality Information **925-931-5500**

M-F 7:00 a.m.–4:00 p.m.
pwd@cityofpleasantonca.gov

Para información en español

Utility Billing Information/Water **925-931-5500**

Conservation Material & Programs **925-931-5500**

M-F 7:00 a.m.–4:00 p.m.
www.PleasantonWater.com

Emergency Water Service **925-931-5500**

M-F 7:00 a.m.–4:00 p.m.
After hours and weekends, call **925-931-5100**
Pleasanton Police Dispatch

Zone 7 Water Agency **925-454-5000**

M-F 8:00 a.m.–5:00 p.m.
www.zone7water.com

Alameda County Household Hazardous Waste Collection Sites **800-606-6606**

M-F 8:30 a.m.–5:00 p.m.
www.household-hazwaste.org

EPA Safe Drinking Water Hotline **800-426-4791**

epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline

EPA National Radon Hotline **800-767-7236**

www.sosradon.org