



WATER QUALITY NOTICE:

Water Quality Exceedance for

Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5s) in Storage Tank 1600

FREQUENTLY ASKED QUESTIONS

1. Why am I receiving this notice?

Public water systems are required by state and federal law to notify customers of any exceedances of water quality standards or other noncompliance events that impact the water system. On June 10, 2025, drinking water sampled from one of the City's 19 storage tanks (Tank 1600) exceeded the maximum contaminant levels for Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5s). These samples are taken quarterly and are measured based on the City's annual running average.

Tank 1600, located in the Kilcare area, provides storage for approximately 1.5 million gallons of water, serving less than 200 customers while also maintaining sufficient fire protection capacity. Following the elevated results, the City conducted flushing of the water distribution system as an interim measure and notified the State Water Board. The State determined that the annual running average for this tank exceeded the maximum contaminant level (MCL), requiring the City to notify the less than 200 customers served by this tank.

2. What are Total trihalomethanes (TTHMs) and Haloacetic Acids (HAA5s) and why were the levels elevated?

TTHMs and HAA5s are disinfection byproducts (DBPs) that form when water disinfectants, such as chlorine and chloramine, react with other naturally occurring organic matter (dissolved leaves and other vegetation) in the water. Levels of TTHMs and HAA5s are affected by the organic content in the water, water age, storage practices, and warmer temperatures. Since 2022, the City has relied solely on Zone 7 surface water. Surface water generally contains higher organic matter and DBP precursors compared to groundwater.

Additionally, 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 caused the exceedance of the MCL for both TTHMs and HAA5s.

3. What are the maximum contaminant levels (MCLs) for these chemicals?

The maximum contaminant level (MCL) for TTHMs is 80 micrograms per liter (80 µg/L) as an annual average, and the MCL for HAA5s is 60 micrograms per liter (60 µg/L) as an annual average. As noted, these MCLs are determined based on a running average over a year.

4. How far above the MCL were the levels in Tank 1600?

On June 10, 2025, the annual average of TTHMs reached 86 micrograms per liter (MCL is 80 µg/L), and 74 µg/L (MCL is 60 µg/L) for HAA5s. Since then, the City has been regularly monitoring and flushing the water distribution system.

5. How long have the TTHMs and HAA5s exceeded the MCL?

According to State and Federal guidelines, the City regularly tests for drinking water contaminants and collects water samples quarterly, meaning every three months. When staff detected elevated levels during the June 10 sampling, they immediately flushed the water distribution system. Staff continue to monitor the water quality of Tank 1600, prepare to implement new measures to help maintain levels below the MCL, and have hired a consultant to develop a mitigation plan, which will be provided to the State Water Board for approval.

6. What, if any, are the potential health risks for this level of TTHMs and HAA5s?

This is not an immediate risk. If it had been, you would have been notified immediately. Consuming drinking water with TTHMs and HAA5s levels above the MCL for limited durations, such as during corrective actions to lower the levels, is unlikely to significantly increase the risk of adverse health effects for most people.

Long-term consumption of these by-products above the MCL may increase the risk of certain cancers, cause liver, kidney, or central nervous system issues, and lead to other health problems in some individuals. The level and duration of exposure influence the level of risk.

Additional information about TTHM and HAA5, as well as their potential health risks, can be found here on the U.S. EPA's website at:

www.epa.gov/ground-water-and-drinking-water/national-primary-drinking-water-regulations#DB

7. What steps is the City taking to address this situation?

TTHMs and HAA5s levels can vary depending on several factors, including the amount of chlorine used, the amount of organic material in water sources, temperature, water usage, water storage, and the season of the year. After identifying the elevated levels,

the City conducted flushing of the water distribution system as an interim measure.

As required by state law, the City reported its findings to the state. As expected, the City received a Notice of Violation. In response, the City met with regulators and proposed a corrective action plan that includes three mitigation measures: consistent flushing of the water distribution system, installation of a solar mixing device within Tank 1600 to reduce water age and improve circulation, and engagement of a consultant to develop a long-term mitigation plan.

Tank 1600 is unique because it lacks an electrical source to power a traditional tank mixer. The City was able to purchase a solar-powered mixer, which should help reduce the formation of disinfectant byproducts, such as TTHMs and HAA5s. The City must closely monitor this tank for at least one year to ensure that the proposed mitigation measures effectively address the elevated levels of contamination.

8. How does the City flush the water distribution system, and where does the water go?

Flushing the water system typically occurs through fire hydrants. Hydrants serve two critical roles: providing water for fire protection and flushing the distribution system to maintain water quality.

Flushing is a preventive measure that helps ensure drinking water remains safe and the system remains reliable. The City will flush the water distribution system often until a new mixer is installed. Running the hydrant for about 30 minutes circulates water through the system, keeping it fresh and safe to drink.

When hydrants are flushed, water flows into the nearby conveyance system and ultimately into local waterways. While flushing may appear to be wasted water, it is a temporary, controlled, and proven method for restoring water quality, protecting public health, and preventing more significant issues in the future.

9. Is the City notifying all customers about this violation?

Since this is a localized issue affecting only one of the City's 19 storage tanks, the City is directly notifying all affected customers as required by the State. Additionally, the information is posted on the City's Water Quality webpage at PleasantonWater.com.

10. Why was this the only tank affected?

This tank is situated in a remote location and serves fewer than 200 customers, and is 1.5 million gallons in size. Because of this, the water is not drawn down or circulated as frequently as most of the City's other storage tanks. Additionally, its location requires the tank to be maintained at a higher capacity during the warmer months for fire protection. Lastly, the tank is in an area without electrical service, which has prevented the use of some mitigation measures, such as tank mixers. The City has identified a solar mixing

option that should solve these issues and prevent water stagnation in this tank and distribution system.

11. Why was there a delay in notifying customers?

The sample was taken on June 10, 2025. Staff immediately notified the State Water Board. The State Water Board completed its review of the sampling data and found that the average annual levels for both contaminants exceeded the MCL. The City received a formal Notice of Violation from the State Water Board on September 9, 2025, directing the City to draft a public notification letter to be mailed to all impacted customers by October 10, 2025.

12. Who can I contact for questions or additional information?

Please contact the City of Pleasanton's Department of Public Works Customer Service Center at (925) 931-5500. Additionally, please visit our Water Quality Page online at [PleasantonWater.com](https://www.pleasantonwater.com) to learn more about our overall water quality and view our latest Consumer Confidence Report, which contains data from last year.