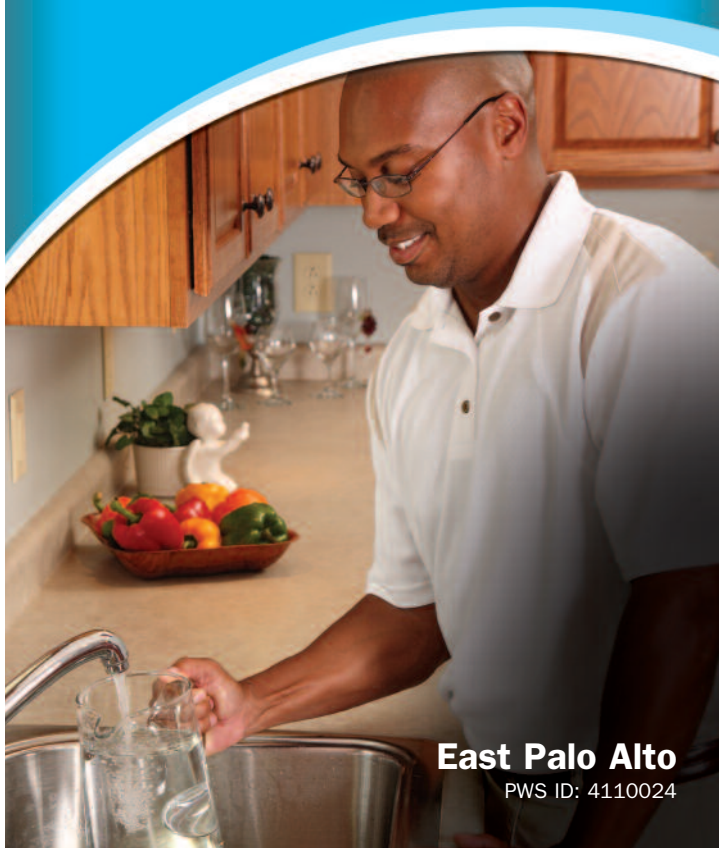


2009 Annual Consumer Confidence Report



East Palo Alto

PWS ID: 4110024

Este informe contiene información muy importante sobre su agua potable. 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,請找他人為你翻譯及解釋清楚。

Ang ulat na ito ay naglalaman ng mahalagang impormasyon ukol sa iniinom ninyong tubig. Tumawag po lamang sa SFPUC Customer

Service Bureau sa telepono 415-551-3000 kung kailangan ninyo ng tulong sa wikang tagalog.

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

A Message from Robert G. MacLean, President

As a trusted leader in the industry, California American Water places a strong emphasis on sharing water quality information with our customers.

Please review this Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December, 2009. You'll find that we provide water that surpasses or meets all Federal and State water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to your tap 24 hours a day, seven days a week.

Our customers are our top priority, and we are committed to providing them with the highest quality drinking water and service possible now and in the years to come. In addition to this written report, you can view information about California American Water and your water system on our website <http://www.calamwater.com>. For more information or for any questions about this report relating to your drinking water, please contact American Water at (650) 325-6195.

Sincerely,

Robert G. MacLean

San Francisco Public Utilities Commission (SFPUC) Drinking Water Sources

The sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, streams, ponds, reservoirs, springs, and wells. The SFPUC has a major water source originating from spring snowmelt flowing down the Tuolumne River to the Hetch Hetchy Reservoir, where it is stored. This pristine water source is located in the well protected Sierra region and meets all federal and state criteria for watershed protection. In conjunction with the SFPUC's stringent disinfection treatment practice, extensive bacteriological-quality monitoring, and high operational standards, the State and USEPA have granted the Hetch Hetchy water source a filtration exemption. In other words, the source is so clean and protected that the SFPUC is not required to filter water from the Hetch Hetchy Reservoir.

The Hetch Hetchy water is supplemented with surface water from two local watersheds. Rainfall and runoff collected from the Alameda Watershed, which spans more than 35,000 acres in Alameda and Santa Clara Counties, are collected in the Calaveras and San Antonio Reservoirs. Prior to distribution, the water from these reservoirs is treated at the Sunol Valley Water Treatment Plant (SVWTP). Treatment processes include coagulation, flocculation, sedimentation, filtration, and disinfection. Fluoridation, chloramination and corrosion control treatment are provided for the combined Hetch Hetchy and SVWTP water at the Sunol Chloramination and Fluoridation Facilities.

Rainfall and runoff captured in the 23,000-acre Peninsula Watershed, located in San Mateo County, are stored in reservoirs, including Crystal Springs (Lower and Upper), San Andreas, and Pilarcitos. The water from these reservoirs is treated at the Harry Tracy Water Treatment Plant (HTWTP). Treatment processes at the HTWTP include ozonation, coagulation, flocculation, filtration, disinfection, fluoridation, corrosion control treatment, and chloramination.

In 2009, the Hetch Hetchy Watershed provided approximately 84% with the remainder contributed by the two local watersheds.

Protecting Our Watersheds

The SFPUC actively and aggressively protects the natural water resources entrusted to its care. An annual report on watershed for the Hetch Hetchy supply is prepared to evaluate the sanitary conditions, water quality, and potential contamination sources. This report also presents performance results of watershed management activities implemented by the SFPUC and its partner agencies, such as the National Park Service, to reduce or eliminate the potential contamination sources. The 2009 Hetch Hetchy sanitary survey concludes that only very low levels of contaminants associated with wildlife and human activities exist in the watershed. The SFPUC also conducts sanitary surveys of the local Alameda and Peninsula watersheds every five years. The potential contamination sources identified in the latest survey in 2005 are similar to the upcountry watershed. These survey reports are available at the San Francisco District office (510-620-3474) of the California Department of Public Health.

Water Quality, Contaminants, and Regulations

The SFPUC's Water Quality Division regularly collects and tests water samples from reservoirs and designated sampling points throughout the system to ensure that the SFPUC's water meets or exceeds federal and state drinking water standards. In 2009, Water Quality staff conducted 58,595 drinking water tests in the transmission and distribution systems. This monitoring effort is in addition to the extensive treatment process control monitoring performed by our certified and knowledgeable treatment plant staff. The SFPUC also has online instruments providing continuous water quality monitoring at numerous locations.

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 human activity. Such substances are called contaminants. 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.

In order to ensure that tap water is safe to drink, the USEPA and California Department of Public Health (CDPH) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline 800-426-4791.

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 result 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 USEPA and the California Department of Public Health (CDPH) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that must provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (**1-800-426-4791**).

Cryptosporidium is a parasitic microbe found in most surface water. The SFPUC regularly tests for this waterborne pathogen, and found it at very low levels in source water and treated water in 2008. However, current test methods approved by the USEPA do not distinguish between dead organisms and those capable of causing disease. If ingested, these parasites may produce symptoms of nausea, stomach cramps, diarrhea, and associated headaches.

Reducing Lead from Plumbing Fixtures

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 East Palo Alto Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in your household or building 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 or at www.epa.gov/safewater/lead.

Visit the California Department of Public Health (CDPH) website www.cdph.ca.gov or the USEPA website www.epa.gov.

This notice is being sent to you by American Water Enterprises on behalf of the city of East Palo Alto.

Key Water Quality Terms

Following are definitions of key terms noted on the adjacent water quality data table. These terms refer to the standards and goals for water quality described below.

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.

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 USEPA.

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 Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the USEPA.

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

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

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

Special Health Needs

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 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**) or at www.epa.gov/safewater.

The table below lists drinking water contaminants detected in 2009. Contaminants below detection limits are not shown. In addition to the contaminants' names, applicable drinking water standards or regulatory action levels, ideal goals for public health, and levels detected in water, the table also includes the information about the typical contaminant sources and footnotes explaining the findings. The State allows the SFPUC to monitor for some contaminants less than once per year because their concentrations do not change frequently. The SFPUC received from the State a monitoring waiver for some contaminants that were absent in the water.

City of East Palo Alto - Water Quality Data for Year 2009¹

| DETECTED CONTAMINANTS | | | | | | |
|---|--------|--|---------------|------------------------------|---------------------|---|
| Substance | Unit | MCL | PHG or (MCLG) | Range or Level Found | Average or [Max] | Major Sources in Drinking Water |
| TURBIDITY² | | | | | | |
| For Unfiltered Hetch Hetchy Water | NTU | 5 | NA | 0.27 - 0.52 ³ | [3.87] ⁴ | Soil runoff |
| For Filtered Water from Sunol Valley Water Treatment Plant (SWWTP) | NTU | 1 ⁵ | NA | - | [0.26] | Soil runoff |
| | - | min 95% of samples ≤ 0.3 NTU ⁵ | NA | 100% | - | Soil runoff |
| For Filtered Water from Harry Tracy Water Treatment Plant (HTWTP) | NTU | 1 ⁵ | NA | - | [0.18] | Soil runoff |
| | - | min 95% of samples ≤ 0.3 NTU ⁵ | NA | 100% | - | Soil runoff |
| DISINFECTION BYPRODUCTS AND PRECURSOR (SFPUC Regional System) - for information only | | | | | | |
| Total Trihalomethanes | ppb | 80 | NA | 9 - 54 | [33] ⁶ | Byproduct of drinking water chlorination |
| Haloacetic Acids | ppb | 60 | NA | 5 - 27 | [21] ⁶ | Byproduct of drinking water chlorination |
| Total Organic Carbon ⁷ | ppm | TT | NA | 2.3 - 3.2 | 2.7 | Various natural and man-made sources |
| DISINFECTION BYPRODUCTS AND PRECURSOR | | | | | | |
| Total Trihalomethanes | ppb | 80 | NA | 42.4 - 57.4 | 48.1 | Byproduct of drinking water chlorination |
| Haloacetic Acids | ppb | 60 | NA | 24.8 - 44.4 | 32.1 ⁶ | Byproduct of drinking water chlorination |
| MICROBIOLOGICAL | | | | | | |
| Total Coliform | - | NoP ⁸ ≤ 5.0% of monthly samples | (0) | - | 0 | Naturally present in the environment |
| Giardia lamblia | cyst/L | TT | (0) | 0.01 - 0.05 | [0.05] | Naturally present in the environment |
| INORGANIC CHEMICALS | | | | | | |
| Fluoride (source water) ⁸ | ppm | 2.0 | 1 | < 0.1 - 0.8 | 0.3 ⁹ | Erosion of natural deposits |
| Chlorine (including free chlorine and chloramine) | ppm | MRDL = 4.0 | MRDLG = 4 | 0.19 - 2.9 | 2.08 ⁶ | Drinking water disinfectant added for treatment |
| CONSTITUENTS WITH SECONDARY STANDARDS | | | | | | |
| Substance | Unit | SMCL | PHG | Range | Average | Typical Sources of Contaminant |
| Aluminum | ppb | 200 | NA | < 50 - 51 | < 50 | Erosion of natural deposits |
| Chloride | ppm | 500 | NA | 4 - 14.6 | 9.5 | Runoff/leaching from natural deposits |
| Color | unit | 15 | NA | < 5 - 9 | < 5 | Naturally-occurring organic materials |
| Specific Conductance | µS/cm | 1600 | NA | 30 - 309 | 170 | Substances that form ions when in water |
| Sulfate | ppm | 500 | NA | 1.1 - 35.6 | 16.6 | Runoff/leaching from natural deposits |
| Total Dissolved Solids | ppm | 1000 | NA | 22 - 168 | 92 | Runoff/leaching from natural deposits |
| Turbidity | NTU | 5 | NA | 0.08 - 0.33 | 0.16 | Soil runoff |
| LEAD AND COPPER | | | | | | |
| Substance | Unit | AL | PHG | Range | 90th Percentile | Major Sources in Drinking Water |
| Copper | ppm | 1.3 | 0.17 | < .001 - 0.225 ¹⁰ | 0.047 | Corrosion of household plumbing systems |
| Lead | ppb | 15 | 2 | < 1 - 21 ¹¹ | 6 | Corrosion of household plumbing systems |
| OTHER WATER QUALITY PARAMETERS | | | | | | |
| Substance | Unit | ORL | Range | Average | | |
| Alkalinity (as CaCO ₃) | ppm | NA | 8 - 102 | 50 | | |
| Boron | ppb | NA | < 100 - 102 | < 100 | | |
| Bromide | ppb | NA | < 10 - 16 | < 10 | | |
| Calcium (as Ca) | ppm | NA | 2 - 26 | 12 | | |
| Chlorate ¹² | ppb | (800) NL | 56 - 511 | 258 | | |
| Hardness (as CaCO ₃) | ppm | NA | 12 - 108 | 55 | | |
| Magnesium | ppm | NA | 0.2 - 8.8 | 4.5 | | |
| pH | - | NA | 8.7 - 8.8 | 8.7 | | |
| Potassium | ppm | NA | 0.24 - 1.5 | 0.9 | | |
| Silica | ppm | NA | 4.8 - 7.5 | 5.9 | | |
| Sodium | ppm | NA | 3 - 23 | 14 | | |

Notes:

¹ All results met State and Federal drinking water health standards.

² Turbidity is a water clarity indicator; it also indicates the effectiveness of the filtration plants.

³ Turbidity is measured every four hours. These are monthly average turbidity values.

⁴ This is the highest turbidity of the unfiltered water served to customers in 2009. The highest single turbidity measurement of the unfiltered water in 2009 was 10 NTU but the turbid water was pumped away to San Antonio Reservoir without serving customers. The startup of San Joaquin Pipelines caused elevated turbidities as a result of sediment resuspension in the pipelines.

⁵ There is no MCL for turbidity. The limits are based on the TT requirements in the State drinking water regulations.

⁶ This is the highest quarterly running annual average value.

⁷ Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the SWWTP only.

⁸ The SFPUC adds fluoride to the naturally occurring level to help prevent dental caries in consumers. The CDPH requires our fluoride levels in the treated water to be maintained within a range of 0.8 ppm - 1.5 ppm. In 2009, the range and average of our fluoride levels were 0.7 ppm - 1.3 ppm and 1.0 ppm, respectively.

⁹ The naturally occurring fluoride levels in the Hetch Hetchy and SWWTP raw water are ND and 0.2 ppm, respectively. The HTWTP raw water has elevated fluoride levels due to the continued supply of the fluoridated Hetch Hetchy & SWWTP treated water into Lower Crystal Springs Reservoir, which supplies water via San Andreas Reservoir to the HTWTP for treatment.

¹⁰ The most recent Lead and Copper Rule monitoring was in 2009. 0 of 30 water samples collected at consumer taps had copper concentrations above the Action Level.

¹¹ The most recent Lead and Copper Rule monitoring was in 2009. 1 of 30 water samples collected at consumer taps had lead concentrations above the Action Level.

¹² There were no chlorate detected in the raw water sources. The detected chlorate in treated water is a byproduct of the degradation of sodium hypochlorite, the primary disinfectant used by SFPUC for water disinfection.

Note: Additional water quality data may be obtained by calling the City of East Palo Alto water system (650)-325-6195.