

Contact or Visit Us

Water Quality/Laboratory

(925) 875-2311

After Hours Emergencies

(925) 462-1212

Customer Services/Utility Bill Inquiries

(925) 828-8524

Water Conservation

(925) 875-2282

www.dsrdsd.com

Email

contact@dsrdsd.com

We encourage public interest and participation in District decisions affecting drinking water and all other issues. Board meetings occur on the 1st and 3rd Tuesday of every month at the District Office, 7051 Dublin Blvd., Dublin, at 6 p.m. The public is welcome.

For general information call:

Sue Stephenson
Community Affairs Supervisor
(925) 875-2295

For technical information call:

Raj Gumber
Laboratory Supervisor
(925) 875-2311

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**DUBLIN
SAN RAMON
SERVICES
DISTRICT**

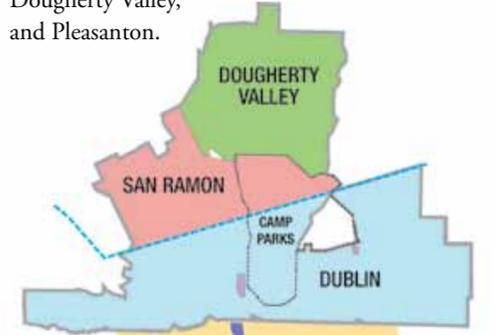
This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

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

此份有关你的食水报告，内有重要资料及讯息，请找他人为你翻译及解释清楚。

District Service Area

A public agency founded in 1953, Dublin San Ramon Services District distributes water, recycles water, and collects, treats and disposes of wastewater for 145,000 customers in Dublin, southern San Ramon, Dougherty Valley, and Pleasanton.



- Map Legend**
- DSRSD Wastewater Treatment Plant
 - DSRSD Water Only Service Area
 - DSRSD Wastewater Only Service Area
 - DSRSD Wastewater Treatment Under Contract
 - DSRSD Water & Wastewater Service Area
 - Alameda Contra Costa County Divide Line
 - Existing DSRSD Boundary
 - Camp Parks RFTA Boundary

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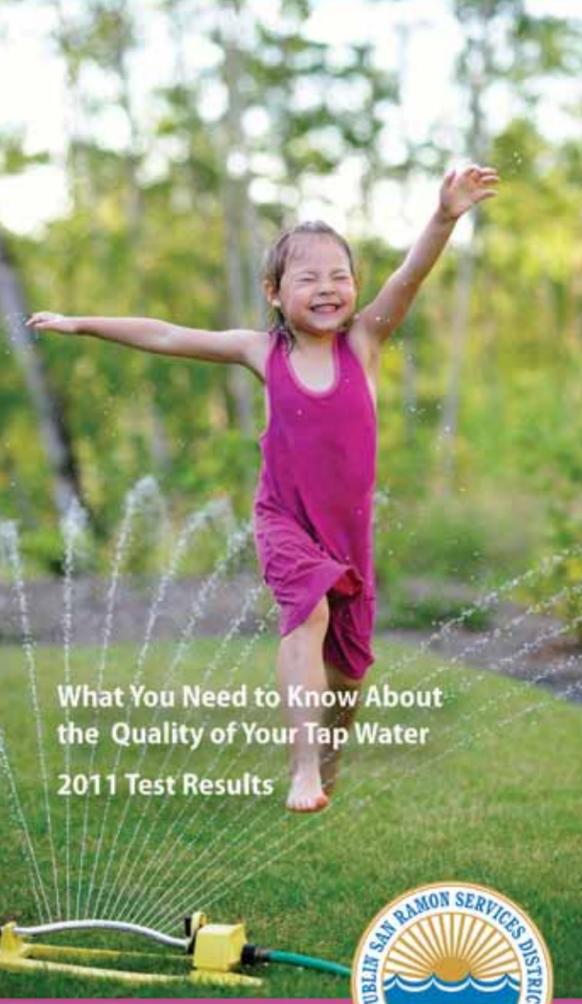


ANNUAL WATER QUALITY REPORT

2012 Newsline

A NEWSLETTER OF DUBLIN SAN RAMON SERVICES DISTRICT

MAY/JUNE



What You Need to Know About the Quality of Your Tap Water
2011 Test Results

Clean, Safe, Reliable Water

Your Tap Water: Where Does It Come From and How Is It Tested for Safety?

The tap water delivered by the Dublin San Ramon Services District (DSRSD) in 2011 met all requirements for drinking water set by the California Department of Public Health (CDPH) and the U.S. Environmental Protection Agency (USEPA). In every category related to public health, water quality was much better than required by safety standards.



water to minimize the growth of microbes. DSRSD maintains a consistent level of residual disinfectant throughout the distribution system.

Zone 7's annual *Consumer Confidence Report* is available at www.zone7water.com. It contains information on water quality studies completed on local wells, the State Water Project, and the South Bay Aqueduct.

To request copies of the studies, call Zone 7 Water Quality Manager Gurpal Deol at (925) 447-0533.

Sources of our water

DSRSD purchases all of its water from Zone 7 Water Agency. This water comes from three sources: imported surface water from the California State Water Project (SWP), local rain runoff that is stored in Del Valle Reservoir, and groundwater from local wells.

More than three-quarters of our water supply originates as Sierra Nevada snow melt and is conveyed by the State Water Project from Lake Oroville on the Feather River in northern California. It travels through the Sacramento River, the Delta, and the South Bay Aqueduct to Zone 7's Del Valle and Patterson Pass treatment plants. Because the blend of water from the SWP, Del Valle Reservoir, and local wells varies over the course of a year, customers sometimes notice changes in taste and hardness. These variations do not affect the safety of our water.

Monitoring protects water quality

Many people work every day to protect the quality of our water. DSRSD employees routinely collect samples from 60 locations throughout the water distribution system. These samples undergo chemical, bacteriological, and physical analysis in the District's laboratory, which is certified by the CDPH Environmental Laboratory Accreditation Program. Zone 7 monitors water quality online, as well as with instantaneous, or "grab," sampling. In all, DSRSD and Zone 7 test for more than 100 substances.

Zone 7 filters surface water multiple times to remove pollutants and then disinfects both surface and ground-

Standards regulate contaminants

To ensure that tap water is safe to drink, the USEPA and the CDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that provide the same protection for public health. Contaminants that may be 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 occur naturally 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 byproducts 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 occur naturally or result from oil and gas production and mining activities.

Information for special health concerns

Some people may be more vulnerable to contaminants in drinking water than the general population. Individuals with compromised immune systems, 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 (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: (800) 426-4791.

Nitrate levels in Zone 7 surface water supply are typically very low (less than 5 mg/L) as compared to groundwater, but both sources meet all standards. Nitrate 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 individu-

the **Best Deal Around**

A gallon of tap water costs \$0.002
Data compiled by Association of California Water Agencies

Average monthly cost:

Garbage \$30.00

Power \$100.00

Satellite or Cable TV \$70.00

Cell Phone \$78.00

On average, a gallon of California tap water costs **two-tenths of a cent**. When compared with the cost of other services we use every day, tap water is clearly one of the best deals around.

als, 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.

Lead was not detected above the regulatory action level (RAL) in the DSRSD water supply. 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 (pipelines that deliver water) and home plumbing. DSRSD 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 30-120 seconds 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/safewater/lead>.

What's In Your Water?

In 2011, DSRSD's water met all state and federal drinking water standards. Primary drinking water standards set maximum contaminant levels (MCL) and maximum residual disinfectant levels (MRDL) for substances that affect health, along with monitoring and reporting requirements for these substances and water treatment requirements. Secondary standards protect the odor, taste, and appearance of drinking water. Secondary standards do not have public health goals (PGH) because they are not based on health concerns.

The tables at right show the average level and range of each detected contaminant. Additional unregulated parameters, such as sodium levels and water hardness, are included to assist customers in making health or economic decisions. Contaminants not detected are listed at far right.

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. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline: (800) 426-4791.

Sources of contaminants

The major sources of regulated contaminants are listed below and correspond to numbers in the columns labeled "Source."

- 1 Erosion of natural deposits
- 2 Substances that form ions when in water; seawater influence
- 3 Runoff or leaching from fertilizers; leaching from septic tanks
- 4 Byproduct of drinking water disinfection
- 5 Drinking water disinfectant
- 6 Runoff or leaching from natural deposits
- 7 Added to promote strong teeth
- 8 Naturally present in the environment

- 9 Internal corrosion of household plumbing systems
- 10 Leaching from wood preservatives
- 11 Soil runoff
- 12 Discharge from petroleum, glass, and metal refineries; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
- 13 Discharge of oil drilling wastes from metal refineries
- 14 Discharge from fertilizer and aluminum factories
- 15 Naturally occurring organic materials
- 16 Discharge from industrial manufacturers
- 17 Discharge from steel and pulp mills, chrome plating

More Facts about Your Water

Chlorine odor is usually a result of disinfectants used to protect the water supply as it moves through the system. If the smell is bothersome, let the water stand in an open container and the odor will dissipate.

Earthy taste or smell can be caused by algae blooms in the Delta. These episodes typically occur from May to September, last a few days and do not impact water safety. A foul smell can also be caused by bacteria in the P-trap under the sink, garbage disposal, or home water filter.

Fluoride is a naturally occurring element and a water additive that promotes strong teeth. DSRSD adds fluoride to water to maintain a range 0.7 to 1.3 mg/L, as required by the CDPH and local, voter-approved law.

Hardness is caused by naturally occurring minerals such as calcium and magnesium. Hard water does not pose a health risk and is not addressed by state and federal drinking water standards. Groundwater is typically harder than surface water. Zone 7 operates a demineralization plant to slow down the buildup of salts and minerals in our groundwater basin and reduce the hardness of groundwater pumped from the Mocho Wellfield.

2011 Water Quality Test Results

WATER SUPPLY SOURCES																	
Source	Contaminants (Units)	PRIMARY DRINKING WATER STANDARDS			Del Valle Treated Water	Patterson Pass Treated Water	Mocho Wellfield		Stoneridge Well		Hopyard Wellfield		Lakes Wellfield				
		MCL	DLR	PHG			Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range			
11	Turbidity (NTU)	TT = 1 NTU Maximum		NA	Highest Level Found = 0.17 NTU	Highest Level Found = 0.14 NTU	NA	NA	NA	NA	NA	NA	NA	NA			
		TT = 95% of samples ≤ 0.3 NTU		NA	% of samples ≤ 0.3 NTU = 100	% of samples ≤ 0.3 NTU = 100	NA	NA	NA	NA	NA	NA	NA	NA			
15	Total Organic Carbon (mg/L)	TT = Quarterly RAA Removal Ratio ≥ 1.0		NA	Lowest Quarterly RAA Ratio = 1.5	Lowest Quarterly RAA Ratio = 1.7	NA	NA	NA	NA	NA	NA	NA	NA			
Inorganic Chemicals					Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range			
1, 13	Barium (µg/L)	1000	100	2000	ND	ND	ND	ND	160	140 - 190	250	230 - 270	150	120 - 200	270	240 - 300	
17	Chromium Total (µg/L)	50	10	(100)	ND	ND	ND	ND	ND	ND	10	ND - 11	ND	ND	ND	ND - 10	
1, 12	Selenium (µg/L)	50	5	30	ND	ND	ND	ND	ND	ND - 8	ND	ND	6	ND - 7	ND	ND	
1, 7, 14	Fluoride (mg/L)	2	0.1	1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1 - 0.2	0.1	0.1	
1, 3	Nitrate (as NO3) (mg/L)	45	2	45	ND	ND - 3	ND	ND	19	12 - 24	19	16 - 24	15	15 - 16	18	14 - 20	
REGULATED CONTAMINANTS		SECONDARY DRINKING WATER STANDARDS															
8	Color (Units)	15		—	0	0	1	0 - 2.5	0	0	0	0	0	0	0	0	0
8	Odor (TON - Threshold Odor Number)	3	1	—	1	0 - 1	0	0 - 1	0	0 - 1	0	0	0	0	0	0	0
2	Conductivity (µS/cm)	1600		—	333	219 - 450	253	216 - 280	1146	951 - 1430	747	666 - 866	945	793 - 1030	727	629 - 816	
6	Chloride (mg/L)	500		—	39	29 - 58	36	32 - 42	123	91 - 178	62	47 - 86	78	57 - 89	62	49 - 74	
6	Sulfate (mg/L)	500	0.5	—	20	11 - 30	13	10 - 20	79	59 - 122	38	34 - 44	67	44 - 79	38	32 - 43	
6	Total Dissolved Solids (mg/L)	1000		—	190	123 - 269	145	123 - 161	706	572 - 886	457	400 - 557	574	489 - 618	438	386 - 504	
11	Turbidity (NTU)	5		—	NA	NA	NA	NA	0.07	0.05 - 0.11	0.07	0.05 - 0.12	0.18	0.05 - 0.44	0.11	0.05 - 0.33	
ADDITIONAL PARAMETERS — Included to assist consumers in making health or economic decisions, i.e. low sodium diet, water softening, etc.																	
8	Alkalinity as calcium carbonate (mg/L)	—		—	81	40 - 144	48	36 - 65	347	297 - 436	254	234 - 279	325	285 - 348	243	214 - 268	
8	Boron (µg/L)	—		—	120	ND - 280	ND	ND - 120	910	580 - 1560	450	320 - 590	490	340 - 600	340	260 - 460	
8	Total Hardness as calcium carbonate (mg/L)	—		—	89	42 - 159	50	39 - 64	462	402 - 595	135	125 - 153	394	364 - 410	325	278 - 369	
8	Calcium (mg/L)	—		—	19	10 - 35	12	10 - 14	90	69 - 114	54	50 - 61	80	74 - 84	61	49 - 76	
8	Magnesium (mg/L)	—		—	10	4 - 18	5	4 - 7	58	44 - 75	41	35 - 48	58	43 - 81	42	35 - 49	
8	Potassium (mg/L)	—		—	1.5	1.1 - 2.0	1.2	1.1 - 1.3	2.2	1.9 - 2.7	1.8	1.7 - 1.9	1.8	1.7 - 1.8	1.6	1.4 - 1.7	
8	Sodium (mg/L)	—		—	35	26 - 46	30	25 - 34	80	52 - 129	49	43 - 59	63	39 - 79	31	23 - 38	
	pH (Units)	—		—	8.6	8.1 - 9.0	8.7	8.6 - 8.8	7.6	7.2 - 7.8	7.9	7.6 - 8.0	7.8	7.6 - 8.1	7.6	7.4 - 7.9	
8	Silica (mg/L)	—		—	10	8 - 11	10	9 - 12	25	20 - 28	26	26	24	24	24	23 - 24	

DISTRIBUTION SYSTEM — Disinfection byproducts, disinfectant residuals							
Source	Contaminants (Units)	PRIMARY DRINKING WATER STANDARDS			Highest percentage of monthly positive samples		
		MCL	DLR	PHG, [MRDLG]	Highest RAA	Range of individual samples	
8	Total coliform bacteria	> 5% of monthly samples are positive				3.5%	
1, 7, 14	Fluoride (mg/L)	2	0.1	1	0.9	0.7 - 1.1	
4	Total trihalomethanes (TTHMs), µg/L	80	0.5*	NA	23	3 - 27	
4	Haloacetic acids (five) (HAAs), µg/L	60	1*	NA	14	1 - 19	
					RAA	Range of monthly avg. Chloramines	
5	Chloramines as Chlorine, mg/L	(MRDL) = 4.0			[4]	2.2	2.1 - 2.4

* = TTHMs each component DLR is 0.5 ug/L. HAAs each component DLR is 1 ug/L except Monochloroacetic acid that has DLR of 2 ug/L.

LEAD AND COPPER RULE 62 Samples		
Source	90th Percentile Lead	No. of Lead Samples Above Action Level of 0.015 mg/L
1,9,16	0.003 mg/L	1
Source	90th Percentile Copper	No. of Copper Samples Above Action Level of 1.3 mg/L
1,9,10	0.416 mg/L	1

Per the CDPH-approved Compliance Monitoring Plan, lead and copper sampling was conducted August 11-12, 2010. Next sampling will be in August 2013.

Contaminants NOT Detected

None of these contaminants were detected at or above the Detection Limit for purposes of Reporting (DLR) in Zone 7's water supply during 2011 monitoring.

Primary Standards

ORGANIC CHEMICALS

Volatile Organic Chemicals

Benzene
Carbon Tetrachloride
1,2-Dichlorobenzene
1,4-Dichlorobenzene
1,1-Dichloroethane
1,2-Dichloroethane
1,1-Dichloroethylene
cis-1,2-Dichloroethylene
trans-1,2-Dichloroethylene
Dichloromethane
1,2-Dichloropropane
1,3-Dichloropropene
Ethylbenzene
Methyl-tert-butyl ether (MTBE)
Monochlorobenzene
Styrene
1,1,2,2-Tetrachloroethane
Tetrachloroethylene
Toluene
1,2,4-Trichlorobenzene
1,1,1-Trichloroethane
1,1,2-Trichloroethane
Trichloroethylene
Trichlorofluoromethane
1,1,2-Trichloro-1,2,2-Trifluoroethane
Vinyl Chloride
Xylenes

Synthetic Organic Chemicals

Alachlor
Atrazine
Bentazon
Benzo(a)pyrene
Carbofuran
Chlordane
2,4-D
Dalapon
Dibromochloropropane (DBCP)
Di(2-ethylhexyl)adipate
Di(2-ethylhexyl)phthalate
Dinoseb
Diquat
Endothall

* Based upon low vulnerability, CDPH granted reduced monitoring for radionuclides for current supply sources on January 25, 2008. Only gross alpha particle activity monitoring is required once every nine years. Latest gross alpha monitoring was conducted in 2008.

Synthetic Organic Chemicals (continued)

Endrin
Ethylene Dibromide (EDB)
Glyphosate
Heptachlor
Heptachlor Epoxide
Hexachlorobenzene
Hexachlorocyclopentadiene
Lindane
Methoxychlor
Molinate
Oxamyl
Pentachlorophenol
Picloram
Polychlorinated Biphenyls
Simazine
Thiobencarb
Toxaphene
2,3,7,8-TCDD (Dioxin)
2,4,5-TP (Silvex)

INORGANIC CHEMICALS

Aluminum
Antimony
Arsenic
Asbestos
Beryllium
Cadmium
Cyanide
Mercury
Nickel
Nitrite (as nitrogen)
Perchlorate
Thallium

RADIONUCLIDES*

Radium-226, Radium-228, Uranium
Beta/photon emitters
Gross Alpha particle activity
Tritium, Strontium-90

Secondary Standards

Aluminum
Copper
Foaming Agents (MBAS)
Iron
Manganese
Methyl-tert-butylether (MTBE)
Silver
Thiobencarb
Zinc

Terms Used

Detection Limit for Purposes of Reporting (DLR): Established by the California Department of Public Health.

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 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 U.S. Environmental Protection Agency.

Milligrams per liter (mg/L), or parts per million (ppm).

Micrograms per liter (µg/L), or parts per billion (ppb).

Microsiemens per centimeter (µS/cm).

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Not Applicable (NA)

Not Detected (ND): Monitored for, but not detected at or above DLR. ND or value in range column indicates more than one analysis was performed.

Nephelometric Turbidity Units (NTU): Determines size of suspended particles in a medium and visual range through the medium. Turbidity measures cloudiness and is a good indicator of the effectiveness of filtration systems.

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.

Running Annual Average (RAA)

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

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