

Reminder for Dialysis Patients and Aquarium Owners

Chloramine and chlorine may be present in the water provided by SJWC. These chemicals are used to protect public health by destroying disease-causing organisms. Except for a slight chlorinous taste or odor, these disinfectants will not cause any problems for the general public. However, home dialysis patients and aquarium owners must take special precautions before the water can be used in kidney dialysis machines or aquariums. Please consult your doctor or dialysis technician to be sure your home equipment is adequate and proper tests are being performed every time it is used. Before filling an aquarium or fish pond, the disinfectant must be removed. Your local tropical fish store can help determine the best water treatment for your fish.

Your drinking water is continually tested to ensure compliance with state and federal standards for quality and safety. This annual report summarizes the results of more than 17,000 water quality tests conducted throughout the year. If you have any questions about your water quality, service, or the information contained in this report, please call us at (408) 279-7900 during normal business hours (Monday through Friday between 8:00 a.m. and 5:30 p.m.). Or, you may contact the USEPA Safe Drinking Water Hotline at 1-800-426-4791 for additional public information about the SafeDrinking Water Act or USEPA's drinking water regulatory programs.



This brochure provides a snapshot of last year's water quality data for SJWC. Included are details about where your water comes from and how your water quality compares to State standards. As you can see, in 2011, as in years past, your tap water met all USEPA and State primary drinking water health standards.

To Learn More about the Quality of Your Water

Drinking Water Information on the Internet

Detailed information about specific drinking water topics is available on the Internet. Visit our web site or any other of those listed below to find out more about water treatment, quality, and current regulations.

San Jose Water Company: www.sjwater.com
 Santa Clara Valley Water District: www.valleywater.org
 American Water Works Association: www.awwa.org
 California Department of Public Health Division of Drinking Water and Environmental Management: <http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Regulations.aspx>
 United States Environmental Protection Agency: <http://www.epa.gov/ebtpages/watdrinkingwater.html>

This report is being sent to you in compliance with the Safe Drinking Water Act. Landlords, businesses and schools are encouraged to share this report with nonbilled water users at their locations. Additional copies are available free of charge by calling our office.

Este informe contiene información importante sobre el agua que usted esta bebiendo. Platique con alguien que entienda la información ó que alguien tradusca la información contenida en este informe.

Bản báo cáo này bao gồm những tài liệu quan trọng về nước uống của quý vị. Xin hãy tìm người thông dịch qua Việt ngữ, hoặc nói chuyện với những ai hiểu được.



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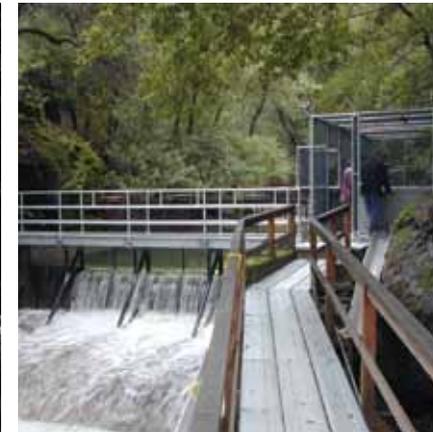
Investing in Water Quality

SAN JOSE WATER COMPANY
 Annual Water Quality Report 2011

Investing in Water Quality

At San Jose Water Company (SJWC), the quality of the water we serve influences every decision we make — from investing in our reservoirs, tanks, and pipes to operating our distribution system. As we do every year, SJWC is making significant investments to replace and upgrade key components of its water system. In that spirit, SJWC is planning to upgrade its Montevina Water Treatment Plant (Plant) and to use the best available technology that will provide our customers with a source of reliable and low cost water from its existing water supply. The upgrade of the Plant will allow uninterrupted treatment during winter storms when the source water turbidity is high. Of equal importance, the quality of the treated water will also be improved by the ability of the upgraded Plant to remove naturally occurring taste and odor causing compounds during the warmer months of the year, to reduce disinfection by-products, and to provide an enhanced barrier to potentially harmful organisms.

To bolster its commitment to water quality, SJWC is involved in several research projects, all aimed at accurately monitoring and optimizing the quality of the water we serve. This year, we are co-funding a research study with other utilities and the Water Research Foundation to look into the sources, fate and treatment of hexavalent chromium. SJWC is also studying ways to optimize the mixing of the water in its distribution system tanks, where needed, to ensure that the high quality water we produce is maintained all the way to your tap.



Water Quality Guidance

Source Water Assessment

An assessment of the drinking water sources for SJWC's water system was completed in December 2002. SJWC's wells are considered most vulnerable to one or more of the following activities, which have not been associated with any contaminants detected in the water supply: dry cleaners, automobile gas stations and repair shops, and underground storage tanks. Some of SJWC's wells are also considered vulnerable to metal plating and finishing, photo processing/printing, electrical/electronics manufacturing, chemical/petroleum processing/storage, known contaminant plumes, and plastics/synthetics producers. SJWC's surface supplies are considered most vulnerable to low density septic systems. Imported surface water purchased from Santa Clara Valley Water District (SCVWD) is considered most vulnerable to a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, as well as residential and industrial development. In addition, local sources are vulnerable to potential contamination from commercial stables and historic mining practices. Although these activities exist in areas near one or more of SJWC's or SCVWD's sources, physical barriers, treatment systems, and monitoring programs are in place to ensure that water supplied to our customers is not adversely affected. Customers seeking additional information may view a copy of the assessment during normal business hours at SJWC's offices at 110 West Taylor Street, San Jose.

Special Populations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons 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 at 1-800-426-4791. Additional information is available from the California Department of Public Health (CDPH) Division of Communicable Disease Control at (510) 540-2566 or the Santa Clara County Department of Environmental Health at (408) 918-3400.

Drinking Water Regulation

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 USEPA's Safe Drinking Water Hotline (1-800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. 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 from human activity.

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 U.S. Environmental Protection Agency (USEPA) and the California Department of Public Health (Department) 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 must provide the same protection for public health.

Turbidity

Turbidity is a measure of cloudiness in the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

Nitrate

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 individuals, 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.

Nitrate levels in SJWC water sources are shown in the enclosed table. In 2011, SJWC did not detect nitrate at or above 45 mg/L in any sources.

Fluoride

For information on fluoride in your drinking water please visit our website at www.sjwater.com

Cryptosporidium

Cryptosporidium is a microbial pathogen found in untreated surface water throughout the U.S. Routine monitoring by the Santa Clara Valley Water District (SCVWD) indicated a very low level of Cryptosporidium in their Calero Reservoir on one occasion in 2011. The SCVWD filtration plants are optimized to remove this pathogen. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. Immuno-compromised people, infants, small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immune-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease.

2011 SJWC Annual Water Quality Report

SJWC tests your water supplies for over 200 possible contaminants. Only those contaminants that were detected in any of our water sources appear in this table. Primary standards relate to public health, while secondary standards relate to aesthetic qualities such as taste, odor and color. CDPH allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of the data reported below, although representative, are more than one year old. Data for radionuclides, microbiological, turbidity, secondary standards and inorganic and organic chemicals are all from testing performed in 2011.

PRIMARY STANDARDS — MANDATORY HEALTH-RELATED STANDARDS

Parameter	Units	MCL	PHG or MCLG	Groundwater Average Range		Imported Surface Water Average Range		Mountain Surface Water Average Range		Typical Sources	
INORGANIC CHEMICALS											
Aluminum	ppm	1	0.6	ND	ND - 0.12	ND	ND - 0.08	0.15	ND - 0.29	1, 4	
Asbestos	MFL	7	7	ND	ND - 0.2	ND	ND	ND	ND	1	
Barium	ppm	1	2	0.15	ND - 0.28	ND	ND	ND	ND	1	
Fluoride	ppm	2	1	0.16	ND - 0.83	0.02	ND - 0.11	0.15	0.14 - 0.16	1	
Nitrate (as NO ₃)	ppm	45	45	16	ND - 32	1.1	ND - 2.9	0.5	ND - 1.0	1, 2	
RADIONUCLIDES											
Gross Alpha Activity	pCi/L	15	15	ND	ND - 5.82	ND	ND	ND	ND	1	
Combined Radium	pCi/L	5	0	ND	ND - 1.0	ND	ND	ND	ND	1	
VOLATILE ORGANIC CHEMICALS											
1,1-Dichloroethylene	ppb	6	10	ND	ND - 5.3	ND	ND	ND	ND	7	
1,1,1-Trichloroethane	ppb	200	1000	ND	ND - 4.1	ND	ND	ND	ND	8	
CLARITY											
Turbidity	NTU	TT = 1 NTU	none	NA	Level Found		Level Found				
	NTU	TT = 95% of samples ≤ 0.3 NTU	none	NA	0.26	100%	0.25	100%	12	12	
MICROBIOLOGICAL											
Coliform Bacteria	%	>5% of monthly samples positive	0	SJWC Distribution System							
				Range		Highest Level Detected					
				ND - 0.76%		0.76%				11	
Untreated Imported Surface Water											
				Average		Range					
Giardia	cysts/L	TT	0	ND		ND - 0.2				11	
Cryptosporidium	oocysts/L	TT	0	ND		ND - 0.1				11	
LEAD AND COPPER											
		AL	PHG	SJWC at the Tap Sampling							
				90th Percentile Level		# of sites above AL					
Lead	ppb	15	0.2	ND		0 of 51				1, 16	
Copper	ppm	1.3	0.3	0.047		0 of 51				1, 16	
DISINFECTION BYPRODUCTS											
		MCL	PHG or MCLG	Compliance Level				Range			
Total Trihalomethanes	ppb	80	none	32.7		ND - 63.3				10	
Haloacetic Acids	ppb	60	none	15.7		ND - 46.1				10	
DISINFECTION											
Total Chlorine	ppm	4.0 as Cl ₂	4 as Cl ₂	SJWC Distribution System Running Annual Average				1.1 ppm			

SECONDARY STANDARDS — AESTHETIC STANDARDS

Parameter	Units	MCL	PHG or MCLG	Groundwater Average Range		Imported Surface Water Average Range		Mountain Surface Water Average Range		Typical Sources
Odor - Threshold	TON	3	none	ND	ND	1	1.0 - 1.0	ND	ND	13
Hardness (as CaCO ₃)	ppm	NA	none	280	124 - 456	80	39 - 150	130	128 - 132	1
Chloride	ppm	500	none	46	11 - 81	37	14 - 71	11	10 - 12	3, 6
Iron	ppb	300	none	50	ND - 230	ND	ND	70	ND - 140	3, 5
Manganese	ppb	50	none	ND	ND - 43	ND	ND	ND	ND	3
Sodium	ppm	NA	none	30	15 - 68	35	19 - 56	12	9 - 14	1
Sulfate	ppm	500	none	49	8 - 83	42	27 - 59	24	14 - 33	3, 5
Total Dissolved Solids	ppm	1000	none	419	260 - 890	193	110 - 288	185	160 - 210	3
Conductivity	umho/cm	1600	none	665	330 - 1200	341	185 - 481	300	280 - 320	6, 14
Foaming Agents (MBAS)	ppb	500	none	4	ND - 90	ND	ND	ND	ND	20

Important Definitions

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 U.S. Environmental Protection Agency.

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 consumer's tap.

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.

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

One part per million (ppm): is the same as one milligram per liter (mg/L). One ppm corresponds to a single penny in \$10,000 or one minute in two years.

One part per billion (ppb): is the same as one microgram per liter (ug/L). One ppb corresponds to a single penny in \$10,000,000 or one minute in two thousand years.

Detection Limit for Purposes of Reporting (DLR): The lowest level of a constituent that the Department of Public Health requires to be reported.

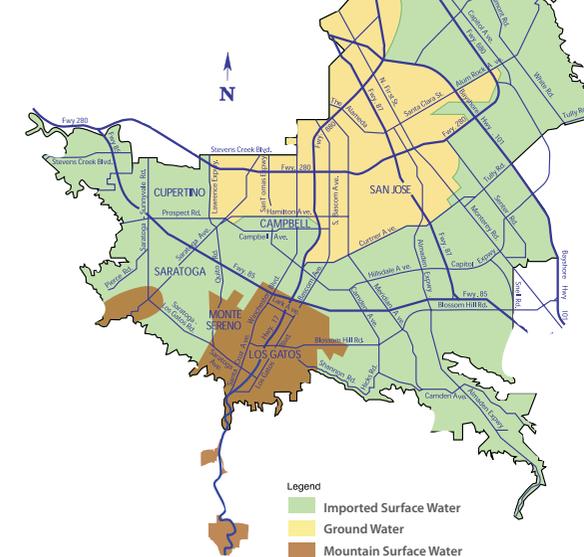
Nephelometric Turbidity Units (NTU): This is a measure of the cloudiness of the water.

Not Detected (ND): If a constituent is not measured at or above a DLR, it is reported as ND.

Not Analyzed (NA): Source designated non-vulnerable or testing not required.

SJWC Service Area and Water Supply Sources

SJWC provides water from three major sources. The first source is groundwater, which is pumped from over 100 wells that draw water from the Santa Clara Valley Groundwater Basin. The second source is local mountain surface water, which is collected in our watershed in the Santa Cruz Mountains and treated at our two treatment plants. The third source, imported surface water, is provided by the Santa Clara Valley Water District (SCVWD) our wholesale supplier. A majority of imported water originates as Sierra snowmelt and travels through the State and Federal water projects before treatment at SCVWD's three treatment plants. A smaller portion is impounded in local reservoirs in Santa Clara County.



Typical Sources of Chemical Constituents

- 1 Erosion of natural deposits
- 2 Runoff and leaching from fertilizer use
- 3 Runoff and leaching of natural deposits
- 4 Residue from some surface water treatment processes
- 5 Industrial waste
- 6 Seawater influence
- 7 Discharge from industrial chemical factories
- 8 Discharge from metal degreasing sites and other factories
- 9 Glass and electronics production waste
- 10 By-product of drinking water disinfection
- 11 Naturally present in the environment
- 12 Soil erosion and stream sediments
- 13 Naturally occurring organic materials
- 14 Substances that form ions when in water
- 15 Fumigant
- 16 Internal corrosion of household plumbing systems
- 17 Dry cleaning solvent
- 18 Human or animal fecal waste
- 19 Discharge from metal factories
- 20 Municipal and industrial waste discharges
- 21 Extraction and degreasing solvent