COMMUNITY SERVICES – UTILITY DIVISION
1291 South Street - Hollister, CA 95023

2012 ANNUAL DRINKING WATER QUALITY REPORT

City of Hollister Water System

Este informe contiene información importante sobre su agua potable, lea el segundo párrafo. Para información en español llame al (831)636-4301 Ext. 25.

We're pleased to present to you this year's Annual Water Quality Report. This report is provided to increase your understanding and confidence in the quality of drinking water delivered to you by the City of Hollister Water System. Our constant goal is to give you a safe and reliable drinking water supply.

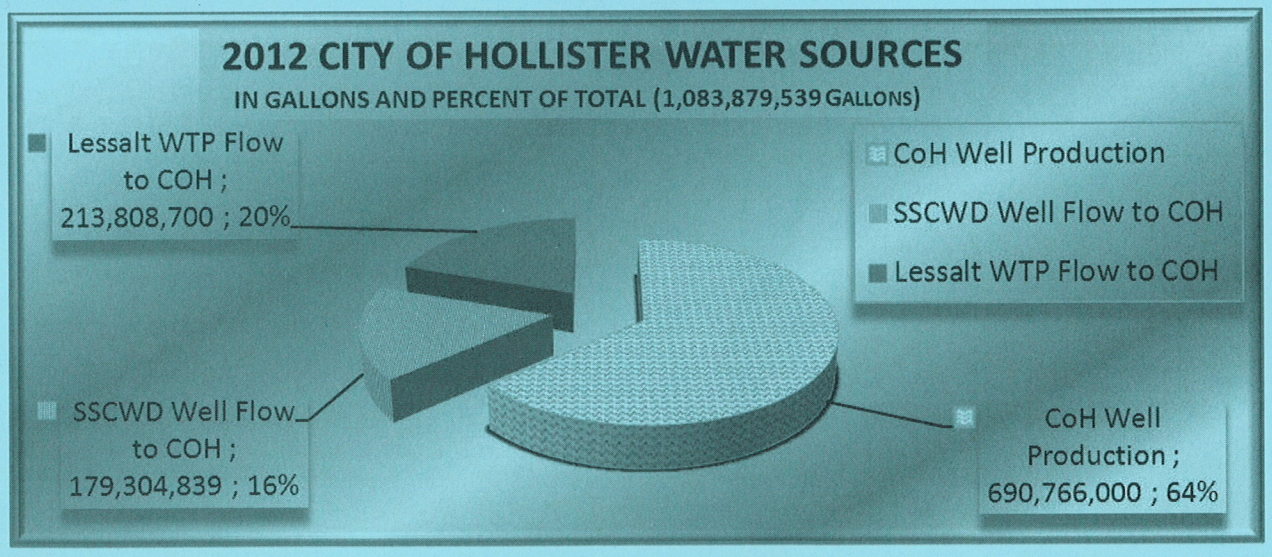
Nota: La ciudad de Hollister esta orgullosa en informales que el agua potable ha sido analizada y ha cumplido con todas las normas federales y estatales para el año 2012.

Please note that tenants, employees and students, who are not direct customers of the City, may not receive this report. Please make this report available to such people by distributing copies or posting in a conspicuous location. This report is also available on-line at http://www.hollister.ca.gov/site/index.asp , then click on Community Services, Utility, and Water. Request additional copies at (831) 636-4377.

Time and place of regularly scheduled meetings for public participation: The City Council normally meets the 1st and 3rd Monday of each month beginning at 6:30 p.m. in the City Council Chambers at 375 Fifth Street, Hollister. Area water issues are often discussed, and the public is always welcome to attend. For more information regarding water, you may also contact the Water Resource Association of San Benito County at 831-637-4378, or visit their website located at http://www.wrasbc.org .

WATER SOURCES

During the year 2012, the City of Hollister obtained 64% of its potable drinking water from its six active deep groundwater wells located throughout the City and Cienega Valley, 20 % from San Felipe surface water, treated at the LESSALT Water Treatment Plant, and 16% of groundwater from the Sunnyslope County Water District wells through a series of distribution system inter-ties. The quantities and percentage from each source of water for the City of Hollister Water System are graphically displayed below and reported in tables with water quality data.



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WATER QUALITY

The City of Hollister can confidently report that our drinking water is safe to drink, in that it meets all Federal and State requirements. In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (EPA) and the California Department of Public Health, Division of Drinking Water and Environmental Management prescribe regulations that establish monitoring schedules and 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.

The City of Hollister routinely monitors for contaminants in your drinking water according to these Federal and State laws. Unless otherwise noted, the following tables show the results of our monitoring for the period of *January 1st to December 31st, 2012*. The data presented in this report are from the most recent testing done in accordance with the regulations. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk.

Other sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs and springs. 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, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganics, such as salts and metals, that can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water 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 storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Water quality monitoring information for all sources to the City of Hollister Water System is available in tables shown in the various sections of this report. Additional water quality data is provided for regular monitoring performed in 2012, throughout some forty-five miles of water distribution system.

DRINKING WATER SOURCE WATER ASSESSMENT AND PROTECTION

Groundwater: An assessment of the City of Hollister Groundwater Well Sources (Hollister Wells #1 through 6 and Cullum #1 and #2) was completed in February 2006. Summaries of the results may be viewed at the address below. Currently, 2 wells are out of service indefinitely. These sources are considered most vulnerable to the following activities not associated with any detected contaminants: Agricultural, residential and municipal activities, septic and sewer collection systems, farm machinery, gas stations, chemical/petroleum processing/storage, utility stations- maintenance areas, dry cleaners, parking lots, and malls.

Surface Water: An assessment of the source of LESSALT Water Treatment Plant Surface Water was updated in March 2009. This source is considered most vulnerable to the following activities not associated with any detected contaminants: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells, and Irrigation.

A copy of the summaries of the completed assessments may be viewed at, or obtained from:

City of Hollister, Utility Division
1291 South St.
Hollister, CA 95023 Phone: 831-636-4377

CDPH - Monterey District Office, District Engineer
1 Lower Ragsdale Dr. Bldg 100, Ste 120
Monterey, CA 93940 Phone: 831-655-6939

DEFINITIONS

The following definitions of terms and abbreviations are provided to help you understand our test results in the tables displayed below.

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

Secondary Drinking Water Standards: refer to those constituents present in water, which do not affect the public health. These tests are performed to assure that your water meets certain aesthetic standards in appearance, odor and taste that are unenforceable.

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 to monitor and control 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 allow for a margin of safety and are set by the U.S. Environmental Protection Agency.

Public Health Goal or PHG – The level of a contaminant in drinking water below which there is no known or expected risk to health. The California Environmental Protection Agency sets PHGs.

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 U. S. Environmental Protection Agency.

Non-Detects (ND) - Laboratory analysis indicates a contaminant is not detected at reporting limit.

Non-Applicable (NA) – Is not applicable in this situation.

Parts per million (ppm) or Milligrams per liter (mg/l) = 1 part per 1,000,000 - a measurement of concentration on a weight or volume basis.

Parts per billion (ppb) or Micrograms per liter **(ug/l)** = 1 part per 1,000,000,000 - a measurement of concentration on a weight or volume basis.

Picocuries per liter (pCi/L) - Picocuries per liter is a measure of the radioactivity in water.

Nephelometric Turbidity Unit (NTU) - nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Trihalomethanes (THMs) are produced in the course of treatment as by-products of the chlorination process. Some THMs are thought to be cancer causing agents at certain levels. The California EPA MCL for Trihalomethanes is 80 parts per billion (ppb).

Methyl Tertiary Butyl Ether (MTBE) - is a gasoline additive for which our groundwater sources were analyzed in 2003 through 2011, and has not been detected.

Treatment Technique – TT - A required process intended to reduce the level of a contaminant in drinking water.

Notification Level – NL - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Lead and Copper Testing - The 1994 Federal Lead & Copper Rule mandates a household testing program for these substances. According to the rule, 90% of the samples taken from high-risk homes must have levels less than 0.015 milligrams per liter of lead and 1.3 milligrams per liter of copper. If our results are above the 90% Action Level, corrective measures are to be taken. A high risk home is defined as a structure that contains lead pipes or copper pipes with lead solder installed between January 1983 and June 1986. City of Hollister Water System's Lead and Copper results (1993-2011) have <u>always</u> been below the Action Level.

New analytical instruments and techniques make it possible to measure levels of constituents in water that were undetectable in the past. The water quality results in this report show parts per million (ppm) or milligrams per liter (mg/l) and even parts per billion (ppb) or micrograms per liter (ug/l) of detectable substances.

Analytical tests were done for many additional constituents not listed in this report, results were below detection limits.

Table 1 - Sampling results showing the detection of coliform bacteria

Microbiological Contaminants	No. Samples Collected - 2012	Highest No. of detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	24 to 30 per month	(In a mo.) 0	0	More than 1 sample in a month with a detection	**0**	Naturally present in the Environment
Fecal Coliform or E. coli	312 Annual Total	(In a year) 0	0	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or E. coli	**0**	Human and animal fecal waste

Table 2a - Distribution System Customer Tap Sampling for Lead and Copper

Contaminant	No. Samples Collected	90th Percentile Result	No. Sites Over NL	Notification Level	PHG (MCLG)	Likely Source of Contamination
Lead (ppb) *10-18-11*	30	< 5	0	15	2 (NA)	Internal corrosion of household plumbing systems; erosion of natural deposits
Health Effects Language	Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight defects in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure					
Copper (ppm) *10-18-11*	30	0.160	0	1.3	0.17 (NA)	Internal corrosion of household plumbing systems; erosion of natural deposits
Health Effects Language	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.					

Table 2b - Disinfection Byproducts – Disinfection Residuals throughout Distribution System

Contaminant (Reporting Units)	# Samples, Frequency	Avg (Range)	MCL	PHG (MCLG)	Likely Source Contaminant	Health Effects Language
TTHM [Total Trihalomethanes] (ppb)	20 Samples Qrtly	37.1 (ND- 148) 11-15-12	80 (Avg. of 4 Qtrs.)	NA (NA)	By-product of drinking water chlorination	Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer.
HAA5 [Haloacetic Acids] (ppb)	20 Samples Qrtly	8.6 (ND – 36.9) 11-15-12	60 (Avg. of 4 Qtrs.)	NA (NA)	By-product of drinking water disinfection	Some people who drink water containing Haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Chlorine (ppm)	6 Samples Weekly	0.57 (0.10 - 3.20) 12-26-12	[MRDL = 4.0] (as Cl_2)	NA [MRDLG = 4.0](as Cl_2)	Drinking water disinfectant add-ed for treatment	NA

Table 3 - Primary Regulated Contaminants

Water Source - Percent Flow From Each →	COH Wells 64%	LESSALT Surface H_2O 20%	SSCWD 14%	COH = City of Hollister Well Water (7 Wells) Lessalt Surface H_2O = Surface Water Treatment Plant SSCWD = Sunnyslope County Water District Well Water (4 Wells)			
Contaminant (Reporting Units)	Avg (Range) Date	Avg (Range) Date	Avg (Range) Date	MCL	PHG (MCLG)	Likely Source of Contaminant	Health Effects Language
Radioactive Contaminants							
Gross Alpha (pCi/L)	1.83 (ND - 8.39) 3-26-12	0.504 (ND-0.89) 10-18-11	3.66 (ND - 5.00) 10-6-10	15	NA (0)	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
Inorganic Contaminants							
Arsenic (ppb)	0.35 (ND-2.1) 6-21-11	ND (NA) 1-18-11	0.4 (ND-2.0) 4-6-11	10	0.004 (NA)	Erosion of natural deposits; runoff from orchards	Some people who drink water containing arsenic in excess of the MCL over many years may experience skin damage or circulatory system problems, and may have an increased risk of getting cancer.
Barium (ppm)	ND (NA) 6-21-11	ND (NA) 1-18-11	ND (NA) 4-6-11	1	1 (2)	Discharges from oil drill -ing wastes & from metal refineries; Erosion of natural deposits	Some people who drink water containing barium in excess of the MCL over many years may experience an increase in blood pressure.

Contaminant (Reporting Units)	COH Wells Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	MCL	PHG (MCLG)	Likely Source of Contaminant	Health Effects Language
Chromium (Total Cr) (ppb)	8.2 ND-14 6-21-11	ND (NA) 1-18-11	7.1 (ND-15) 4-6-11	50	NA (100)	Erosion of natural deposits	Some people who use water containing chromium in excess of the MCL over many years may experience allergic dermatitis.
Nitrate (ppm)	23 (11 - 38) 11-14-11	3.7 (NA) 1-18-11	11 (2 - 27) 10-10-11	45	45 (NA)	**Likely Source of Contaminant** Runoff and leaching from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
Health Effects Language (nitrates)	Nitrate in drinking water at levels above 45 ppm 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 serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 ppm may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. Note: Two of six City wells and one of the four SSCWD wells sampled for Nitrate in 2012 were above 22 ppm, which is below the MCL of 45 ppm, but exceeds 50% of the MCL, at which ***quarterly***, rather than annual monitoring *is required.*						
Selenium (ppb)	1 (ND-6) 6-21-11	ND (NA) 1-18-11	3.67 (ND-7.9) 4-6-11	50	NA (50)	Erosion of natural deposits; runoff from livestock lots (feed additive)	Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years may experience hair or fingernail losses, numbness in fingers or toes, or circulation system problems
Fluoride (ppm)	0.31 (0.19-0.39) 6-21-11	ND (NA) 1-18-11	0.27 (0.2-0.36) 4-6-11	2	1 (NA)	Erosion of natural deposits	**Health Effects Language**
Health Effects Language (fluoride)	Some people who drink water containing fluoride in excess of the federal MCL of 4000 ppb over many years may get bone disease, including pain and tenderness of bones. Children who drink water containing fluoride in excess of the state MCL of 2000 ppb may get mottled teeth. Mottling (dental fluorosis) may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums.						

Table 4 - Secondary Drinking Water Standards

Water Source → Percent Flow →	COH Wells 64%	LESSALT 20%	SSCWD 16%	MCL	PHG (MCLG)	Likely Source of Contaminant
Contaminant (Reporting Units)	Avg (Range) Date	Avg (Range) Date	Avg (Range) Date			
Aluminum (ppb)	10 (ND - 57) 6-21-11	ND (ND) 1-10-12	ND (ND) 4-6-11	200	NA (NA)	Erosion of natural deposits
Color (units)	0 (ND) 6-21-11	10♦untreated (NA) 1-10-12	0 (NA) 4-6-11	15	NA (NA)	Naturally-occurring organic materials
Foaming Agents MBAS (ppb)	ND (NA) 6-21-11	ND (NA) 1-18-11	ND (ND) 4-6-11	500	NA (NA)	Municipal and Industrial waste discharges
Iron (ppb)	52 (ND-180) 9-14-11	54 (NA) 1-10-12	ND (ND) 4-6-11	300	NA (NA)	Leaching from natural deposits; industrial wastes
Turbidity (NTU Units)	0.36 (ND – 1.4) 6-21-11	0.03 treated (0.03-0.04) 12-28-11	0.022 (ND-0.12) 4-6-11	5	NA (NA)	Soil runoff
Total Dissolved Solids (ppm)	680 (160-940) 11-19-12	220 (NA) 1-10-12	770 (690-810) 9-5-12	1000	NA (NA)	Runoff/leaching from natural deposits
Specific Conductance (micromhos)	1003 (250 - 1500) 11-19-12	425 (410-440) 1-10-12	1227 (1100-1300) 10-10-11	1600	NA (NA)	Substances that form ions when in water; seawater influence
Chloride (ppm)	86 (18 - 130) 11-19-12	58 (NA) 1-10-12	125 (99-140) 9-5-12	500	NA (NA)	Runoff/leaching from natural deposits; seawater influence
Sulfate (ppm)	163 (13 - 270) 9-26-12	33 (NA) 1-10-12	195 (190-210) 9-5-12	500	NA (NA)	Runoff/leaching from natural deposits; industrial wastes

Table 5 - Information Provided for Detected Unregulated Chemicals with no MCL

Water Source → Percent Flow →	COH Wells 64%	LESSALT 20%	SSCWD Wells 16%	Notification Level (NL)	Health Effects Language
Constituents (Reporting Units)	Avg (Range) Date	Avg (Range) Date	Avg (Range) Date		
Boron (PPM)	0.53 (ND-0.88) 9-26-12	0.2 (0.2 - 0.2) 10-15-02	0.913 (0.8 - 0.99) 9-5-12	1	Some men who drink water containing boron in excess of the action level over many years may experience reproductive effects, based on studies in dogs.
Chromium, Hexavalent (Cr VI) (ppb)	7 (ND - 17) 12-19-02	2 (2) 2-17-04	9.59 (7 - 12) 12-17-01	NA	NA
Vanadium (ppb)	2.9 (ND - 8) 11-13-03	4 (4) 1-21-03	4.8 (4 - 5) 2-26-03	50	The babies of some pregnant women who drink water containing vanadium in excess of the notification level may have an increased risk of developmental effects, based on studies in laboratory animals.

Table 6 - Additional Water Quality Information

Water Source → (Percent Flow) →	COH Wells 64%	LESSALT 20%	SSCWD 16%	Water Source (Percent Flow)	COH Wells 64%	LESSALT 20%	SSCWD 16%
Constituents (Reporting Units)	Avg (Range) Date	Avg (Range) Date	Avg (Range) Date	**Constituents (Reporting Units)**	Avg (Range) Date	Avg (Range) Date	Avg (Range) Date
Total Hardness (as CaCO3) (ppm)	385 (80-532) 9-26-12	98 (89-110) 12-26-12	384 (310-420) 4-6-11	**Potassium (K) (ppm)**	2.1 (ND – 3.20) 9-26-12	2.5 (NA) 1-10-12	2.75 (2.3-3.1) 4-6-11
Calcium (Ca) (ppm)	51 (24 -70) 9-26-12	20 (18-23) 12-26-12	63 (49-77) 4-6-11	**Total Alkalinity (as CaCO3) (ppm)**	234 (69 - 350) 9-26-12	77 (73-91) 12-26-12	272 (230-290) 4-6-11
Magnesium (Mg) (ppm)	50 (5 - 87) 9-26-12	12 (11-14) 12-26-12	55 (45-65) 4-6-11	**Bicarbonate (HCO3) (ppm)**	286 (85-430) 9-26-12	77 (73-91) 12-26-12	272 (230-290) 4-6-11
Sodium (Na) (ppm)	103 (17 - 140) 11-19-12	41 (NA) 1-10-12	120 (110-130) 9-5-12	**pH (Laboratory) (units)**	7.5 (6.9-7.7) 9-26-12	8.2 (8.0-8.3) 12-26-12	8.11 (8.1-8.2) 4-6-11
MTBE (ppm)	ND 6-21-11	ND 1-23-03	ND 12-17-11	**Perchlorate (ppm)**	ND 4-15-09	ND 1-23-03	ND 12-17-01
Uranium (pCi/L) MCL = 20	3.55 (1.33 - 9) 12-5-07	NA	NA	**Radium 228 (pCi/L) MCL = 2**	0.028 (ND - 0.173) 12-5-07	ND (ND - <1.18) 10-24-05	0.239 (ND - 1.46) 10-6-10

Table 7 - Treatment of Surface Water Source LESSALT Water Treatment Plant

Treatment Technique (TT) ♦: U S Filter Memcor Microfiltration Treatment Plant	Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, and diarrhea and associated headaches.
Turbidity Performance Standards ♦♦: This standard must be met through the water treatment process	Turbidity of the filtered water must: 1 - Be less than or equal to 0.1 NTU in 95% of measurements in a month. 2 - Not exceed 1.0 NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100%
Highest single turbidity measurement during a year	0.04 NTU
Number of violations of required, surface water treatment	None
Total Organic Carbon ♦♦♦ (ppm) Dissolved Organic Carbon ♦♦♦ (ppm)	TOC Raw: 3.2 average (2.4 - 7.0 range) - Treated: 2.6 average (2.2 – 2.9 range) DOC Raw: 3.1 average (2.1 – 6.0 range) - Treated: 2.6 average (2.0 – 2.9 range)

♦ A required process intended to reduce the level of a contaminant in drinking water.

♦♦ Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

♦♦♦ Total organic Carbon (TOC) or Dissolved Organic Carbon (DOC) have no health effects. However, TOC or DOC provide a medium for the formation of disinfection by-products. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

♦ Surface Water treated at the LESSALT Water Treatment Plant during winter months enters the distribution system close to the Secondary Drinking Water Standard MCL of 15 color units. Colored water may result from the presence of metallic ions (iron, manganese, and copper), organic matter of vegetable or soil origin, or industrial wastes. The most common colors occurring in surface water are yellow and brown.

2012 Water Production	**2012 Average Water use per Single Family Residence** = 1,224 Cubic Feet or 9,155 Gallons/month or 305 gallons per day	
1,083,879,539 Total Gallons 6032 Accounts ⌂ 5127 Single-family Residential ⌂⌂ 255 Multi-family Residential	Lowest Production Month (December) 8,059,316 Cubic Feet or 60,283,690 Gallons	Highest Production Month (July) 16,196,226 Cubic Feet or 121,147,770 Gallons
2012 Water Consumption 973,658,143 Total Gallons = 130,168,201 Total Cubic Feet = 2,988 Acre-Feet	Lowest Use Month (April) Single-family Residential 29,761,424 gallons or 193 gallons/day/residence	Highest Use Month (September) Single-family Residential 72,158,064 gallons or 469 gallons/day/residence
1 Cubic Foot = 7.48 Gallons ♦ 100 Cubic Feet = 748 Gallons ♦ 1 Acre Foot = 325,828 Gallons		

SUMMARY

As you can see from the tables above, the City of Hollister water system had no exceedances in 2012. We're proud that your drinking water meets all Federal and State requirements. We have shown through our monitoring and testing program that although some contaminants are detectable, they occur below maximum allowable levels.

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, 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. U S Environmental Protection Agency and Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791). www.epa.gov/safewater/hfacts.html and California Department of Public Health web site http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Chemicalcontaminants.aspx

We at the City of Hollister Water System work to provide top quality water to every tap. We ask that our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

If you have any questions about this report or concerning your water utility, please contact **Jim Hart or Henry Gonzales** at (831) 636-4377. We want you, our valued customers, to be informed about their water utility. If you wish to learn more, look on our web site: www.hollister.ca.gov or please attend any of our regularly scheduled City Council meetings in City Hall at 375 Fifth Street, at 6:30 p.m. usually on the first and third Monday of every month.

WATER CONSERVATION *Services and Practices to Help You Conserve Water and Save Money*

The City of Hollister Water System is an active participant in the **Water Resources Association of San Benito County**. One of the main programs of the Association is Water Conservation. The following services are available and water-saving ideas are provided to our customers for the benefit of all:

- Free Ultra Low Flow Toilets replace toilets older than 1991, for residential and commercial customers.
- Free home & landscape water audits, which evaluate your sprinkler systems and help to detect leaks. Includes free showerheads, aerator screens, garden hose nozzles, and water conservation literature.
- High-efficiency washing machine rebates of $100.00 are offered for residential customers.
- Rebates of $150 - $300 are offered for replacement or removal of inefficient, salt re-generating water softeners.
- Wash full loads of clothes or dishes; sweep, don't wash down driveways, sidewalks or gutters.
- Find and fix leaks (a leaky toilet or faucet can waste *thousands of gallons* annually).
- For additional information and assistance on the above Water Conservation Program and Activities call the Water Conservation Specialist at: (831) **637-4378** or Web site: **www.sbcwd.com** (click on water conservation).

☞ ***PLEASE USE WATER WISELY AND HELP PRESERVE THIS PRECIOUS RESOURCE FOR OUR FUTURE.***

☞ ***ALSO, HELP PROTECT YOUR SEWER LINES AND WASTEWATER TREATMENT PLANT; DON'T POUR FATS, COOKING OILS OR GREASE DOWN THE DRAIN. PLACE IN A CAN, AND DISCARD IN GARBAGE.***

City of Hollister

COMMUNITY SERVICES DEPARTMENT –UTILITY DIVISION

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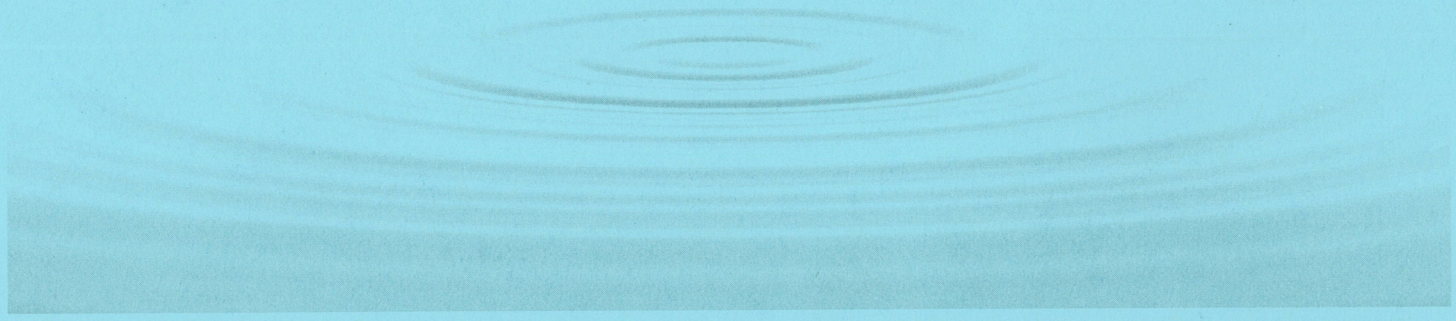

FREQUENTLY ASKED QUESTIONS

These are answers to some commonly asked water questions.

IS MY WATER SAFE TO DRINK?

Water supplied by the City of Hollister Water System meets stringent State and Federal regulations to ensure its' safety. These regulations require regular monitoring of all public water systems, and a yearly report to consumers to summarize water quality.

HOW HARD IS OUR WATER?

Water hardness is due to dissolved minerals such as calcium and magnesium and occurs naturally in water supplies. Though hard or soft water is not clearly defined, typically, levels of dissolved Calcium Carbonate (CaCO3) in water above 130 ppm or 8 grains per gallon, is considered hard and can cause scale to build up in pipes, on faucets, and leave white spots on dishware. The City's source water hardness ranges from 80 to 532 ppm with an average of ~26 grains per gallon. Please use "On-Demand" or "Replaceable Cartridge-type" water softeners, set to 26 grains, to reduce needless regeneration and lower salt discharge to sewer.

WHY DOES MY WATER LOOK YELLOW/BROWN?

The surface water source at times has small amounts of dissolved Iron and Manganese, which may cause a yellow/brown color in the water, usually most visible in white bathtubs, sinks or toilets. This condition does not constitute a health risk and flushing your water pipes will often remedy the situation. Another source of color can be naturally occurring organic materials.

WHY DOES MY WATER LOOK CLOUDY OR MILKY?

Cloudy or milky water is usually due to air bubbles in the water. Distribution pipes carry water under pressure, which keeps air dissolved in the water. These bubbles initially make a glass of water appear cloudy, but will slowly rise and the water turns clear.

WHY DOES MY DRINKING WATER TASTE OR SMELL FUNNY?

Taste comes from the minerals dissolved in the water. The two most common reasons for poor tasting or smelling water are:

- Chlorine odor or taste is normally a result of the chlorine required to disinfect the water supply. If the smell is particularly strong, leave water in an open container for the chlorine to dissipate. A residential **carbon filter** element can improve this.
- A rotten-egg odor in water is caused by hydrogen sulfide, (non-toxic in small amounts), dissolved in the water and usually coming from the hot water faucet. One remedy is to slightly turn up the temperature in your water heater. Periodic draining of the water heater is recommended, and may help. Also, if you flow the water for a few seconds, the smell may disappear.

IS FLUORIDE ADDED TO OUR DRINKING WATER?

No, fluoride is not added to the City's water supply. However, it does occur naturally, and is present at 0.19 to 0.39 mg per liter.