

7. Chemicals & Minerals in Water

The sources of drinking water (both tap 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. Drinking water, including bottled waters, 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 Safe Drinking Water Hotline at 800-426-4791. The disinfectant chlorine is used by SFPUC to disinfect Castlewood's water. This disinfectant is utilized to protect public health by destroying disease-causing organisms that may be present in water supplies.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised people 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. The 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 800-426-4791 or www.cdc.gov/healthywater/drinking.

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 City of Pleasanton 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 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, 800-426-4791, or at www.epa.gov/lead

8. Your Water Meets All Safe Drinking Water Standards

The technical and analytical water quality information presented in this report is required by State health regulations. These regulations require water suppliers to inform customers about where their water comes from; what is in their water; and any violation of safe drinking water standards that may have occurred during this past reporting period. This report provides results of all tests required to be performed on Castlewood's water supplies during 2013. We are happy to report that all 2013 water quality tests confirmed that water delivered to your tap met all applicable federal and state drinking water standards without any violations.

9. Contact Information

Water Quality Information 925-931-5510

M-F 7:00 AM-3:30 PM

Susan Clough, sclough@cityofpleasantonca.gov

Para informacion en español, llamar al telefono 925-931-5500

Emergency Water Service
M-F 7:00 AM-3:30 PM 925-931-5500

**After hours and weekends,
call Pleasanton Police Dispatch** 925-931-5100

San Francisco Public Utilities Commission
www.sf311.org 415-551-3000

Alameda County Household Hazardous Waste
www.household-hazwaste.org 800-606-6606

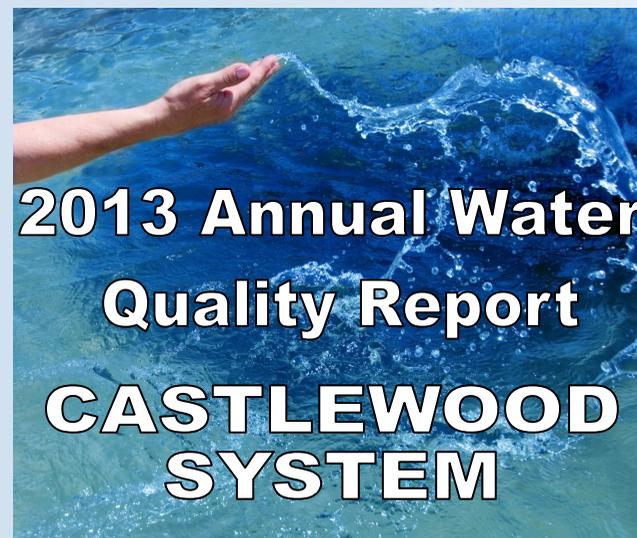
Collection Sites M-F 8:30 AM-5:00 PM

EPA Safe Drinking Water Hotline
www.epa.gov/drink/hotline/index.cfm 800-426-4791

EPA National Radon Hotline
www.sosradon.org 800-767-7236

Included in this report:

1. A Reminder to Always Use Water Wisely
2. Castlewood's Water Source
3. Water Quality is Our Top Priority
4. Definition of Terms
5. Understanding the Summary
6. 2013 Water Quality Results
7. Chemicals & Minerals in Water
8. Your Water Meets All Safe Drinking Water Standards
9. Contact Information



1. A Reminder to Always Use Water Wisely

2013 started out with above average rainfall but unfortunately ended with extremely dry winter months. As a result, the amount of precipitation that directly benefits the Tri-Valley has not been sufficient to substantially reverse the steady decline of water supplies we have been experiencing specifically over the last 5 years. To help bring up water reservoir levels and water cutbacks as a result of the environmental ruling, an aggressive water conservation goal was set by then California governor Arnold Schwarzenegger. Governor Schwarzenegger issued water conservation regulations requiring Californians to reduce their water use by 20 percent by year 2020 along with promoting other water conservation actions.

One of the most significant areas of water use for most homes and businesses is water used outside for landscape irrigation. Landscape irrigation water use in Pleasanton represents approximately 30 percent of the City's total annual water demand, increasing to over 50 percent of the total water demand during the hot summer months.

There are many simple and cost-effective measures that water customers can apply to help reduce their outside irrigation water use. Turn your landscape irrigation controller off during the cold and rainy winter months. Keeping lawn mowed to a height between 2 1/2- to 3-inches tall helps lower evaporation and promotes lawn root growth. Lawn can usually do fine when watered every second or third day during hot weather, rather than every day. Water your garden between the hours of 10:00 p.m. and 6:00 a.m. Replacing leaking, bent and poorly spraying sprinkler heads, valves, and drip irrigation emitters can help. Also, consider replacing some of your lawn area with drought-tolerant plants.

Recent designs of sprinkler heads have also made these much more efficient and can help deliver water to your landscaping without overspray or misting. A small investment in changing the high water emitting spray heads or bubblers in plant and shrub areas with an efficient drip irrigation system could also save water and deliver water only to the plants' roots. Utilizing mulch and bark around plants, shrubs and trees can significantly help reduce the evaporation of water, help mitigate weed growth, and result in healthier plants. More advanced irrigation controllers are now equipped with moisture sensor modules to help adjust the amount and duration of water being applied to plants and turf. Knowing how to operate an irrigation controller and effectively maintaining your sprinkler system can make a big difference in your outdoor water use and greatly improve your water conservation

2. Castlewood's Water Source

Castlewood customers receive groundwater produced by the San Francisco Public Utilities Commission (SFPUC) which is delivered through a single connection at the Castlewood Reservoir. The Castlewood water distribution system consists of two pressure zones, three water storage tanks and four water booster pumps.

3. Water Quality is Our Top Priority

The City of Pleasanton is pleased to distribute this report to its water customers. It provides important information about where your water comes from and the work we perform each day to assure the water delivered to your tap is safe to drink. It also provides data about what is in your water and how water quality tests on your drinking water compare to federal and state drinking water standards during calendar year 2013.

All groundwater sources comply with CDPH testing regulations. In addition, there are 2 sampling points located within the Castlewood water distribution system that are monitored and tested weekly and monthly by the City, to assure your drinking water continuously complies with all federal and state drinking water standards. If you have questions regarding the quality of the water supplied to you by the City, this report should provide most of the answers. We appreciate the time you take to read this report and welcome any additional questions or comments you may have regarding your water supply. For further information on Pleasanton's water quality or water supplies, call the City's Water Quality Lab at 925-931-5510, or email your questions to us through the City's web page at www.cityofpleasantonca.gov

4. Definition of Terms

The following terms are used in the water industry to define contaminant levels.

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

MCL—Maximum Contaminant Level: The highest level of contaminant that is allowed in drinking water.

MCLG—Maximum Contaminant Level Goal: The level of contaminant below which there is no known or expected health risk as determined by the USEPA.

MRDL—Maximum Residual Disinfectant Level: The highest level of disinfectant that is allowed in the water.

MRDLG—Maximum Residual Disinfectant Level Goal: The level of a disinfectant below which there is no known or expected health risk.

ND—Not Detected: Concentration not found above Minimum Reporting Limit (MRL) or Detection Limit for Purpose of Reporting (DLR) set by CDPH.

PHG—Public Health Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health as determined by the California EPA.

TT—Treatment Technique: A required process for reducing contaminant levels.

Turbidity: A measure of the cloudiness of the water.

Turbidity levels are a good indicator of the effective of a treatment technique.

The following contaminants may also be found in drinking water:

TTHMs (Total Trihalomethanes): TTHMs are by-products of drinking water disinfected with chlorine compounds. Some people who use water containing TTHMs 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.

Nitrate: If found 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.

5. Understanding the Summary

Primary Drinking Water Standards (PDWS) are set after considerable research and data has been analyzed by health experts. These standards, called Maximum Contaminant Levels (MCLs) are set by USEPA and strictly enforced by the California Department of Public Health (CDPH). Primary MCLs are set as close to the Public Health Goals (PHGs) (or Maximum Contaminant Level Goals—MCLGs) as is economically and technologically feasible.

Secondary Standards are based upon qualities of water such as taste, odor, color or clarity of the water. These standards, called Secondary Maximum Contaminant Levels (SMCLs) set limits on substances that may influence customer acceptance of the water and are established by the CDPH.

Detected Contaminants: The table at right shows the level of each detected regulated contaminant, the average level of each detected contaminant (Average), and, if more than one sample was collected, the range of levels found during the 2013 calendar year (Range).

In order to ensure that tap water is safe to drink, USEPA and the CDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The limits for contaminants in bottled water provide the same level of protection.

Contaminants that may be present in source water include the following: microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, 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 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, are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

Radioactive contaminants can be naturally occurring or be the result of oil and gas production and mining activities.

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

Este informe contiene informacion muy importante sobre su agua beber. Traduzcalo o hable con alguien que lo entienda bien.

6. 2013 Water Quality Results

DETECTED CONTAMINANTS	Unit	MCL	PHG or (MCLG)	Range or Level Found	Average or [Max]	Major Sources in Drinking Water
DISINFECTION BYPRODUCTS						
Total Trihalomethanes	ppb	80	N/A		3.1 ⁽²⁾	Byproduct of drinking water disinfection
Haloacetic Acids	ppb	60	N/A		2.7 ⁽²⁾	Byproduct of drinking water disinfection
MICROBIOLOGICAL						
Total Coliform	-	Highest # of positive monthly samples	(0)	-	0	Naturally present in the environment
INORGANICS						
Barium	ppb	1000	2000	103 - 196	150	Erosion of natural deposits
Fluoride (Source Water)	ppm	2.0	1	0.13	0.13	Erosion of natural deposits
Nitrate (as NO ₃)	ppm	45	45	12 - 13	12.5	Erosion of natural deposits
Chlorine	ppm	MRDL= 4.0	MRDLG=4	0.96 - 1.5	1.22 ⁽⁴⁾	Drinking water disinfectant added for treatment
RADIONUCLIDES⁽⁵⁾						
Gross Alpha Particle Activity	pCi/L	15	(0)	ND - 3.8	ND	Erosion of natural deposits
Radium-226	pCi/L	N/A ⁽⁴⁾	0.05	ND - 2.5	1.3	Erosion of natural deposits
Uranium	pCi/L	20	0.43	3.2 - 3.4	3.3	Erosion of natural deposits

CONSTITUENTS WITH SECONDARY STANDARDS ⁽⁶⁾	Unit	SMCL	PHG	Range or Level Found	Average	Major Sources of Contaminant
Chloride	ppm	500	N/A	58	58	Runoff/ leaching from natural deposits
Specific Conductance	µS/cm	1600	N/A	1270	1270	Substances that form ions when in water
Sulfate	ppm	500	N/A	87	87	Runoff/ leaching from natural deposits
Total Dissolved Solids	ppm	1000	N/A	736	736	Runoff/ leaching from natural deposits
Turbidity	NTU	5	N/A	0.1	0.1	Soil runoff

LEAD AND COPPER	Unit	AL	PHG	Range	90th Percentile	Major Sources in Drinking Water
Copper	ppb	1300	300	ND - 1.3 ⁽⁷⁾	1.07	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	0.9 - 3.9 ⁽⁸⁾	ND	Internal corrosion of household water plumbing systems

OTHER WATER QUALITY PARAMETERS ⁽⁶⁾	Unit	ORL	Range or Level Found	Average
Alkalinity (as CaCO ₃)	ppm	N/A	204	204
Boron	ppb	1000 (NL)	416 - 477	447
Calcium (as Ca)	ppm	N/A	136	136
Chlorate ⁽⁹⁾	ppb	800 (NL)	80	80
Hardness (as CaCO ₃)	ppm	N/A	564	564
Magnesium	ppm	N/A	64	64
pH	-	N/A	7.6	7.6
Silica	ppm	N/A	22	22
Sodium	ppm	N/A	52	52

Note: Additional water quality data may be obtained by calling the City of Pleasanton water system phone number (925) 931-5510.

Footnotes:

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

(2) This is the highest locational running annual average value.

(3) This is the highest running annual average value.

(4) The States allows the SFPUC to monitor for radionuclides less than once per year because their concentrations are low and do not change frequently. These are 2011 monitoring results for the source water. There are no individual MCLs for Radium-226 and Radium-228; however, there is a MCL of 5 pCi/L for combined Radium-226 and Radium-228.

(5) SFPUC data in the tables of "Constituents with Secondary Standards" and "Other Water Quality Parameters" were collected from the treated water at the Castlewood Reservoir.

(6) The most recent Lead and Copper Rule monitoring was in 2011. 1 of 5 site samples collected at consumer taps had copper concentrations above the AL.

(7) The most recent Lead and Copper Rule monitoring was in 2011. 0 of 5 site samples collected at consumer taps had lead concentrations above the AL.

(8) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.

Key:
≤ = less than or equal to
AL = Action Level
Max = Maximum
N/A = Not Available
ND = Non-Detect
NL = Notification Level
NoP = Number of Coliform-Positive Sample
NTU = Nephelometric Turbidity Unit
ORL = Other Regulatory Level
pCi/L = picocurie per liter
ppb = part per billion
ppm = part per million
µS/cm = microSiemens/centimeter

The SFPUC has submitted to the CDPH a Drinking Water Source Assessment and Protection Program (DWSAPP) for each water source in their system. The DWSAPP report identifies possible sources of contamination to aid in prioritizing cleanup and pollution prevention efforts. Please contact SFPUC if you would like to view or make a copy of this report.