

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.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

این اطلاعیه شامل اطلاعات مهمی راجع به آب آشامیدنی است. اگر نمیتوانید این اطلاعات را به زبان انگلیسی بخوانید لطفاً کسی که میتواند بیاری و بگيريد تا مطالب را برای شما به فارسی ترجمه کند.

Cé rapport contient des information importantes concernant votre eau potable. Veuillez traduire, ou parlez avec quelqu'un qui peut le comprendre.

”هذا التقرير يحتوي على معلومات مهمة تتعلق بمياه الشفة (أو الشرب).
ترجم التقرير، أو تكلم مع شخص يستطيع أن يفهم التقرير.“

Этот отчет содержит важную информацию о вашей питьевой воды. Переведите его или поговорите с тем, кто это понимает.

הדו"ח הזה מכיל מידע חשוב לגבי מי השתייה שלך.
תרגם את הדו"ח או דבר עם מישהו שמבין אותו

此份水質報告，內有重要資訊。請找他人為你翻譯和解說清楚。

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

Dieser Bericht enthält wichtige Information über Ihr Trinkwasser. Bitte übersetzen Sie ihn oder sprechen Sie mit jemandem, der ihn versteht.

Questo rapporto contiene informazioni importanti che riguardano la vostra acqua potabile. Traducetelo, o parlate con una persona qualificata in grado di spiegarvelo.

この報告書には上水道に関する重要な情報が記されております。翻訳を御依頼なされるか、内容をご理解なさっておられる方にお尋ね下さい。

यह सूचना महत्वपूर्ण है । कृपा करके किसी से :सका अनुवाद करायें ।

이 안내는 매우 중요합니다. 본인을 위해 번역인을 사용하십시오.

Η κατοθεν αναφορά παρουσιαζει σπουδαιες πληροφορειες για το ποσιμο νερο σας. Πρακακλω να το μεταφρασετε η να το σζολειασετε με καποιον που το καταλαβαινη απολητως.



P.O. Box 7369
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Hetch Hetchy Regional Water System: Drinking Water Sources and Treatment

For our system, the major water source originates from spring snowmelt flowing down the Tuolumne River to storage in Hetch Hetchy Reservoir. Our well protected Sierra water source is exempt from filtration requirements by the United States Environmental Protection Agency (USEPA) and State Water Resources Control Board's Division of Drinking Water (SWRCB-DDW). Water treatments that are currently in place to meet drinking water regulatory requirements include: disinfection by ultraviolet light and chlorine, corrosion control by adjustment of the water pH value, fluoridation for dental health protection and chloramination for maintaining disinfectant residual and minimizing disinfection byproduct formation.

Hetch Hetchy water is supplemented with surface water from the 35,000-acre Alameda Watershed in Alameda and Santa Clara counties. Rainfall and runoff are collected in the Calaveras and San Antonio reservoirs, and delivered to the Sunol Valley Water Treatment Plant (SVWTP). Beginning in 2015, the SWRCB-DDW approved our use of surface water in Lake Eleanor, Lake Cherry and the associated creeks all conveyed via the Lower Cherry Aqueduct, Early Intake Reservoir and Tuolumne River (collectively known as Upcountry Non-Hetch Hetchy Sources, or UNHHS) as an additional drinking water source. The UNHHS water will be treated at the SVWTP prior to service to customers. Water at the treatment plant is subject to filtration, disinfection, fluoridation and pH adjustment for corrosion control optimization.

Protecting Our Watersheds

We conduct watershed sanitary surveys for the Hetch Hetchy source annually and local water sources every five years. The last local sanitary survey was done in 2010. We conducted a special watershed sanitary survey for the UNHSS in 2015 as part of our drought response plan efforts. These surveys evaluate the sanitary condition, water quality, potential contamination sources, and the results of watershed management activities, and were completed with support from partner agencies including the National Park Service and US Forest Service.

These surveys identified wildlife, stock, and human activities as potential contamination sources. The reports are available for review at the San Francisco District office of SWRCB-DDW (contact phone number 510-620-3474).

Special Health Needs

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as those with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly people 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 USEPA's Safe Drinking Water Hotline 800-426-4791 or at www.epa.gov/safewater.

Fluoridation and Dental Fluorosis

Mandated by State law, water fluoridation is a widely accepted practice proven to be safe and effective for preventing and controlling tooth decay. Our fluoride target level in the water is 0.7 milligram per liter, consistent with the May 2015 State regulatory guidance on optimal fluoride level. Infants fed formula mixed with water containing fluoride at this level may still have a chance of developing tiny white lines or streaks in their teeth. These marks are referred to as mild to very mild fluorosis, and are often only visible under a microscope. Even in cases where the marks are visible, they do not pose any health risk. The CDC considers it safe to use optimally fluoridated water for preparing infant formula. To lessen this chance of dental fluorosis, you may choose to use low-fluoride bottled water to prepare infant formula. Nevertheless, children may still develop dental fluorosis due to fluoride intake from other sources such as food, toothpaste and dental products. Contact your healthcare provider or SWRCB-DDW if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB-DDW website www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml, or the CDC website www.cdc.gov/fluoridation.

California is still in a drought. Keep conserving! sfwater.org/conservation.

Water Quality Matters 2015 Annual Water Quality Report



San Francisco Public Utilities Commission (SFPUC)

FRANCESCA VIETOR
President

VINCE COURTNEY
Commissioner

For more information about this report, contact Michele Liapes at 415-554-3211 or email Mliapes@sfwater.org.

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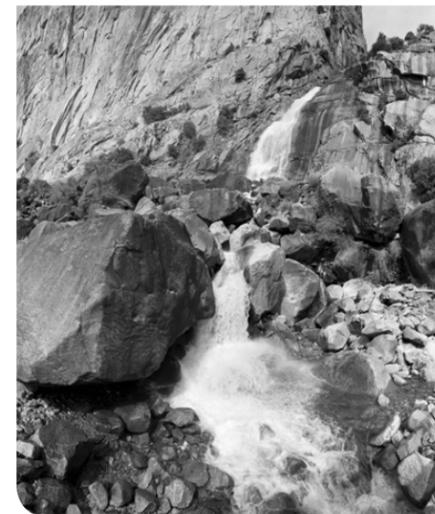
Water quality policies are decided at Commission hearings, held the second and fourth Tuesdays of each month at 1:30 pm in San Francisco City Hall, Room 400.

The SFPUC delivers high-quality drinking water from the Hetch Hetchy Regional Water System to 2.6 million people in San Francisco, Alameda, Santa Clara and San Mateo counties.

The SFPUC generates clean, reliable hydroelectricity that powers 100% of San Francisco's vital services, including police and fire stations, street lights, MUNI, SF General Hospital, and more.



Water Quality



We regularly collect and test water samples from reservoirs and designated sampling points throughout the system to ensure the water delivered to you meets or exceeds federal and state drinking water standards. In 2015, we conducted more than 21,870 drinking water tests in the transmission and distribution systems. This is in addition to the extensive treatment process control monitoring performed by our certified operators and online instruments.

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 SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB-DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Contaminants and Regulations



Generally, the sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, 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. Such substances are called contaminants, and may be present in source water as:

- 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, which 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, which can be naturally occurring or be the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline **800-426-4791**, or at www.epa.gov/safewater.

Reducing Lead from Plumbing Fixtures

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. There are no known lead service lines in our water distribution system. We are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. It is possible that lead levels at your home may be higher than at others because of plumbing materials used in your property.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and young children are typically more vulnerable to lead in drinking water than the general population. 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 levels in your water, you may wish to have your water tested. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the USEPA's Safe Drinking Water Hotline **800-426-4791**, or at www.epa.gov/lead.



Key Water Quality Terms

Following are definitions of key terms referring to standards and goals of water quality noted on the adjacent data table.

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 (SMCLs) are set to protect the odor, taste and appearance of drinking water.

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.

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

Regulatory Action Level: 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.

Turbidity: A water clarity indicator that measures cloudiness of the water, and is also used to indicate the effectiveness of the filtration system. High turbidity can hinder the effectiveness of disinfectants.

Cryptosporidium is a parasitic microbe found in most surface water. We regularly test regularly tests for this waterborne pathogen, and found it at very low levels in source water and treated water in 2015. However, current test methods approved by the USEPA do not distinguish between dead organisms and those capable of causing disease. Ingestion of *Cryptosporidium* may produce symptoms of nausea, abdominal cramps, diarrhea and associated headaches. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water.

Help us keep our water delicious.
Dial 650-872-5900 to report water quality issues.

The table below lists all 2015 detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. We hold a SWRCB-DDW monitoring waiver for some contaminants and therefore their monitoring frequencies are less than annual.

| DETECTED CONTAMINANTS | UNIT | MCL | PHG OR (MCLG) | RANGE OR LEVEL FOUND | AVERAGE OR [MAX] | MAJOR SOURCES IN DRINKING WATER |
|--|--------|--|---------------|--------------------------|--|---|
| TURBIDITY | | | | | | |
| Unfiltered Hetch Hetchy Water | NTU | 5 | N/A | 0.2 - 0.5 ⁽¹⁾ | [3.1] | Soil runoff |
| Filtered Water from Sunol Valley Water Treatment Plant (SVWTP) | NTU - | 1 ⁽²⁾ Min 95% of samples ≤0.3 NTU ⁽²⁾ | N/A N/A | - 97% - 100% | [1] - | Soil runoff Soil runoff |
| BYPRODUCTS AND PRECURSOR | | | | | | |
| Total Trihalomethanes | ppb | 80 | N/A | 21 - 32 | [32] ⁽³⁾ | Byproduct of drinking water disinfection |
| Haloacetic Acids | ppb | 60 | N/A | 22 - 35 | [35] ⁽³⁾ | Byproduct of drinking water disinfection |
| Total Organic Carbon ⁽⁴⁾ | ppm | TT | N/A | 1.4 - 5.2 | 2.1 | Various natural and man-made sources |
| MICROBIOLOGICAL | | | | | | |
| Total Coliform | - | NoP ≤1 | (0) | - | [0] | Naturally present in the environment |
| <i>Giardia lamblia</i> | cyst/L | TT | (0) | 0 - 0.08 | 0.01 | Naturally present in the environment |
| INORGANICS | | | | | | |
| Fluoride (source water) ⁽⁵⁾ | ppm | 2.0 | 1 | ND - 0.6 ⁽⁶⁾ | 0.2 | Erosion of natural deposits; water additive to promote strong teeth |
| Chloramine (as chlorine) | ppm | MRDL = 4.0 | MRDLG = 4 | 0.9 - 2.7 | [2.4] ⁽⁷⁾ | Drinking water disinfectant added for treatment |
| CONSTITUENTS WITH SECONDARY STANDARDS | | | | | | |
| Chloride | ppm | 500 | N/A | <3 - 9.6 | 4.8 | Runoff / leaching from natural deposits |
| Specific Conductance | µS/cm | 1600 | N/A | 34 - 213 | 124 | Substances that form ions when in water |
| Sulfate | ppm | 500 | N/A | 1.2 - 30 | 15 | Runoff / leaching from natural deposits |
| Total Dissolved Solids | ppm | 1000 | N/A | <20 - 70 | 35 | Runoff / leaching from natural deposits |
| Turbidity | NTU | 5 | N/A | 0.1 - 0.3 | 0.2 | Soil runoff |
| LEAD AND COPPER⁽⁸⁾ | | | | | | |
| | UNIT | AL | PHG | RANGE | 90 TH PERCENTILE | MAJOR SOURCES IN DRINKING WATER |
| Copper | ppb | 1300 | 300 | <1 - 58 | 35 | Internal corrosion of household water plumbing systems |
| Lead | ppb | 15 | 0.2 | <1 - 9.4 | 4.3 | Internal corrosion of household water plumbing systems |
| OTHER WATER QUALITY PARAMETERS | | | | | | |
| | UNIT | ORL | RANGE | AVERAGE | KEY: | |
| Alkalinity (as CaCO ₃) | ppm | N/A | 9.7 - 58 | 34 | < / ≤ = less than / less than or equal to | |
| Boron | ppb | 1000 (NL) | 103 | 103 | AL = Action Level | |
| Calcium (as Ca) | ppm | N/A | 3 - 18 | 10 | Max = Maximum | |
| Chlorate ⁽⁹⁾ | ppb | 800 (NL) | 39 - 260 | 150 | Min = Minimum | |
| Hardness (as CaCO ₃) | ppm | N/A | 13 - 65 | 39 | N/A = Not Available | |
| Magnesium | ppm | N/A | 0.2 - 5.6 | 2.9 | ND = Non-Detect | |
| pH | - | N/A | 8.8 - 9.7 | 9.4 | NL = Notification Level | |
| Potassium | ppm | N/A | 0.2 - 0.9 | 0.6 | NoP = Number of Coliform-Positive Sample per month | |
| Silica | ppm | N/A | 4.9 - 5.4 | 5.1 | NTU = Nephelometric Turbidity Unit | |
| Sodium | ppm | N/A | 2.9 - 19 | 11 | ORL = Other Regulatory Level | |
| | | | | | ppb = part per billion | |
| | | | | | ppm = part per million | |
| | | | | | µS/cm = microSiemens / centimeter | |

FOOTNOTES:

- (1) These are monthly average turbidity values reported every 4 hours daily.
 - (2) There is no turbidity MCL for filtered water. The limits are based on the TT requirements for filtration systems.
 - (3) Disinfection byproducts are monitored annually. This is the highest locational annual monitoring result.
 - (4) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the SVWTP only.
 - (5) In May 2015, the SWRCB recommended a fluoride level in the treated water be maintained at 0.7 ppm. In 2015, the range and average of the fluoride levels were 0.6 ppm - 1.0 ppm and 0.8 ppm, respectively.
 - (6) The natural fluoride levels in the upcountry sources were ND. Elevated fluoride levels in the SVWTP raw water is attributed to the transfer of fluoridated Hetch Hetchy water into the San Antonio Reservoir.
 - (7) This is the highest running annual average value.
 - (8) The most recent Lead and Copper Rule monitoring was in August 2015. None of the 12 site samples collected at consumer taps had concentrations above the corresponding ALs.
 - (9) The detected chlorate in the treated water is a degradation product of sodium hypochlorite, which we use for water disinfection.
- Note:** The different water sources blended at different ratios throughout the year have resulted in varying water quality. Contact us for additional water quality data.