CITY OF
HAYWARD
HEART OF THE BAY

June 30, 2015

Mr. Marco Pacheco
State Water Resources Control Board
Division of Drinking Water
850 Marina Bay Parkway
Building P, 2nd Floor
Richmond, CA 94804-6403

Subject: 2014 Consumer Confidence Report

Dear Mr. Pacheco:

Enclosed is certification that the City of Hayward distributed its 2014 Consumer Confidence Report (CCR) to customers in June 2015. The CCR was prepared and distributed in accordance with the CCR guidance document, updated on January 1, 2015. The CCR can be accessed on the City's website at www.hayward-ca.gov/waterqualityreport2014. A copy of the 2014 CCR is enclosed.

Please contact Alicia Sargiotto at (510) 583-4727, or by e-mail at alicia.sargiotto@hayward-ca.gov, if you have questions.

Sincerely,

Alex Ameri
Director of Utilities & Environmental Services

Enclosures

DEPARTMENT OF
UTILITIES & ENVIRONMENTAL SERVICES
777 B STREET, HAYWARD, CA 94541-5007
TEL: 510/583-4700 • FAX: 510/583-3610 • TDD: 510/247-3340

CITY OF
HAYWARD
HEART OF THE BAY

2014 CONSUMER CONFIDENCE REPORT
CERTIFICATION FORM

Water System Name: City of Hayward

PWS I.D. Number: 0110006

The water system named above hereby confirms that its Consumer Confidence Report was distributed on June 29, 2015 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board.

Certified by

Name: Alex Ameri

Title: Director of Utilities & Environmental Services

Signature: _____

Phone No.: (510) 583-4720

Date: June 30, 2015

The Consumer Confidence Report was distributed by the following direct delivery methods:

- Direct link on consumer utility bills
- Direct link in postcard mailed to non-bill paying consumers

Samples of both direct delivery methods are attached.

The CCR can be accessed on the City's website at www.hayward-ca.gov/waterqualityreport2014.

DEPARTMENT OF
UTILITIES & ENVIRONMENTAL SERVICES

777 B STREET, HAYWARD, CA 94541-5007
TEL: 510/583-4700 • FAX: 510/583-3610 • TDD: 510/247-3340

2014 Water Quality Report

CITY OF
HAYWARD
HEART OF THE BAY
Utilities & Environmental Services Department
777 B Street
Hayward, CA 94541-5007

The CITY of HAYWARD

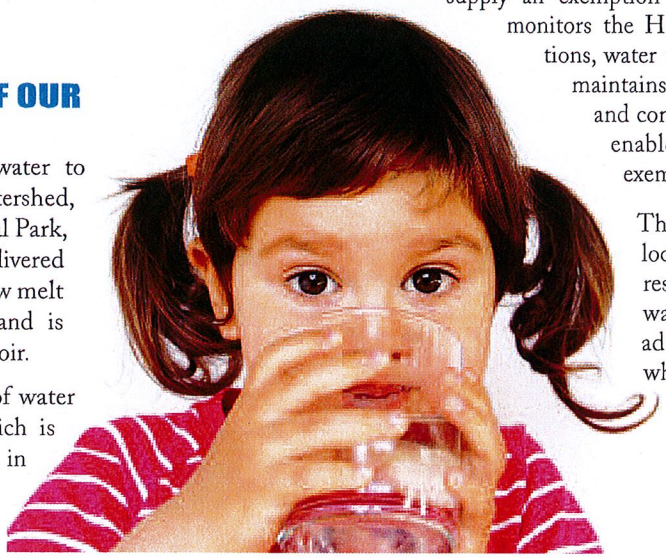
is pleased to present the ***2014 Water Quality Report (Consumer Confidence Report)*** to let customers know where Hayward drinking water comes from, how it is treated, the results of water quality monitoring, and other important information about water quality.

The City of Hayward purchases all of its water from the San Francisco Public Utilities Commission (SFPUC). The results of water quality monitoring by the SFPUC and City of Hayward confirm that the water delivered to Hayward customers in 2014 met all state and federal standards. Important information about any contaminants that were detected in the drinking water in 2014 can be found in this report.

WHAT IS THE SOURCE OF OUR DRINKING WATER?

SFPUC is the sole supplier of water to Hayward. The Hetch Hetchy watershed, an area located in Yosemite National Park, provides the majority of water delivered by SFPUC to Hayward. Spring snow melt runs down the Tuolumne River and is stored in the Hetch Hetchy Reservoir.

SFPUC provides a small amount of water from the Alameda watershed, which is located in the East Bay and stored in the Calaveras and San Antonio Reservoirs. The two local reservoirs hold rain, local runoff, and some Hetch Hetchy water. This surface water source is supplemented by a small amount of ground water from Sunol Filter Galleries near the town of Sunol.



IS OUR WATER FILTERED AND TREATED?

The Hetch Hetchy reservoir water supply meets all federal and state requirements for watershed protection, disinfection treatment, bacteriological quality, and operational standards. As a result, the U.S. Environmental Protection Agency and the State Water Resources Control Board (SWRCB) have granted the Hetch Hetchy water supply an exemption from filtration requirements. SFPUC monitors the Hetch Hetchy watershed weather conditions, water turbidity levels, microbial contaminants, maintains aqueduct disinfection levels in the water, and complies with reporting requirements. This enables SFPUC to maintain a filtration exemption for the Hetch Hetchy source.

That portion of the water that is stored locally in the Calaveras and San Antonio reservoirs, including stored Hetch Hetchy water, is treated and filtered. SFPUC adds fluoride to all water delivered to all its whole sale customers including Hayward.

SFPUC aggressively protects the natural water resources entrusted to its care. Its annual Hetch Hetchy Watershed survey evaluates the sanitary conditions, water quality, potential contamination sources, and the results of watershed management activities by SFPUC and its partner agencies, including the National Park Service, to reduce or eliminate contamination sources. SFPUC also conducts sanitary surveys of the local Alameda and Peninsula watersheds every five years. These surveys identified wildlife and human activity as potential contamination sources. The reports are available for review at the SWRCBs San Francisco District office (510-620-3474).

PUBLIC PARTICIPATION

The Hayward City Council is the governing authority of the Hayward Water System.The City Council meets at 7:00 p.m. on Tuesday evenings, except for the second and fifth Tuesday of each month, at the Hayward City Hall. The San Francisco Public Utilities Commission (SFPUC) is the governing authority of the sole wholesale water supplier to Hayward. SFPUC meets on the second and fourth Tuesdays of the month at 1:30 p.m. at the San Francisco City Hall, Room 400. The public is invited to participate in these meetings.

WHO SHOULD SEEK ADVICE ABOUT DRINKING WATER?

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, as well as some elderly and infants can be particularly at risk from infections. These individuals 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 Safe Drinking Water Hotline (1-800-426-4791) or at www.epa.gov/safewater.

HOW DO DRINKING WATER SOURCES BECOME POLLUTED?

Sources of drinking water (both tap water and bottled water) typically 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.

Contaminants that may be present in the 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, which 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, which 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, USEPA and the SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

FOR MORE INFORMATION...

If you would like more information about Hetch Hetchy water or water quality monitoring, please contact the SFPUC Water Quality Bureau at 877-737-8297 or visit its website at www.sfwater.org. For information about the City of Hayward Water Distribution System, please call Alicia Sargiotto at 510-583-4727 or visit www.hayward-ca.gov.

Este aviso contiene información muy importante sobre su agua potable. Si no lo entiende, por favor hable con una persona que si lo entienda.

Ang ulat na ito ay naglalaman ng mahalagang impormasyon ukol sa iyong inuming tubig. Isalin-wika mo ito, o di kayaíy makipag-usap sa isang nakakaintindi nito.

Báo cáo này chứa đựng tin tức quan trọng về nước uống của quý vị. Xin phiên dịch ra, hay nói chuyện với người hiểu vấn đề này.

ਇਸ ਰਿਪੋਰਟ ਵਿੱਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਸੰਬੰਧੀ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਮੌਜੂਦ ਹੈ। ਇਸਦਾ ਅਨੁਵਾਦ ਕਰਾਓ ਜਾਂ ਇਸ ਬਾਰੇ ਉਸ ਵਿਅਕਤੀ ਨਾਲ ਗੱਲ ਕਰੋ ਜਿਹੜਾ ਇਸਨੂੰ ਸਮਝਦਾ ਹੋਵੇ।

इस रिपोर्ट में आपके पीने के पानी के बारे में महत्वपूर्ण जानकारी दी गई है। इसका अनुवाद करें, या जो कोई इसे समझते हों उनसे बात करें।

CITY OF
HAYWARD
HEART OF THE BAY

WATER QUALITY DATA

The tables below and on the following page provide important information about contaminants that were detected in the water in 2014. You may be unfamiliar with the terms and abbreviations, so here are definitions to help you understand the water quality summary:

- **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 (USEPA).

- **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 (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.

- **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 Standards:**
  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.

- **Secondary Maximum Contaminant Level (SMCL):**
  Standards set by the USEPA/California Department of Public Health to protect the odor, taste, and appearance of drinking water.

Contaminants listed in the following tables were detected in 2014 drinking water samples. The tables contain the name of each substance, the highest level allowed by regulation (MCL), if applicable, the ideal goal for public health (PHG), if applicable, the amount detected, typical sources of the contamination, a key to the units of measurement, and notes to explain the findings. Laboratory staff analyzed the water samples for other contaminants. These contaminants, including MTBE, perchlorate, arsenic, herbicides and pesticides, were not detected.

PRIMARY DRINKING WATER STANDARDS
Mandatory Health-Related Standards

(See key and notes on next page)

Detected Contaminants	Unit	MCL	PHG (MCLG)	Range	Average (Maximum)	Typical Sources in Drinking Water
TURBIDITY (SFPUC Treated Water)[1]						
Unfiltered Hetch Hetchy Water	NTU	TT = 5	N/A	0.2 – 0.6[2]	(2.8)	Soil Runoff
Filtered Water –Sunol Valley WTP	NTU	TT = 1[3]	N/A	-	(0.98)	Soil Runoff
	%	95% ≤0.3[3]	N/A	97% - 100%	-	Soil Runoff
DISINFECTION BY-PRODUCTS AND PRECURSORS (SFPUC Regional System)						
Total Organic Carbon[5]	ppm	TT	N/A	1.3 - 2.8	1.9	Various natural and man-made sources
DISINFECTION BY-PRODUCTS AND PRECURSORS (City of Hayward Distribution System)						
Total Trihalomethanes (TTHMs)	ppb	80	N/A	24.5 - 60.0	(46.6)[4]	By-product of drinking water disinfection
Total Haloacetic Acids	ppb	60	N/A	20.1 - 47.1	(38.4)[4]	By-product of drinking water disinfection
MICROBIOLOGICAL (SFPUC Regional System)						
Giardia lamblia	cysts/L	TT	(0)	<0.01 - 0.04	<0.01	Naturally present in the environment
MICROGIOLOGICAL (City of Hayward Distribution System)						
Total Coliform	%	5	(0)	0.0 – 2.3[6]	0.2[6]	Naturally present in the environment
INORGANIC CHEMICALS						
Fluoride[7]	ppm	2	1	ND - 0.8	0.4[8]	Erosion of natural deposits
DISINFECTANT RESIDUALS (City of Hayward Distribution System)						
Chlorine[9]	ppm	MRDL=4	MRDLG=4	0.1 - 3.4	2.3	Drinking water disinfectant for treatment
LEAD AND COPPER RULE STUDY (City of Hayward Tap Water)						
	Unit	AL[10]	PHG	Range	90th Percentile	Typical Sources in Drinking Water
Copper	ppb	1300	300	<1.0 - 97.4	38.7[11]	Corrosion of household plumbing systems
Lead	ppb	15	0.2	<1.0 - 4.2	1.2[11]	Corrosion of household plumbing systems

SECONDARY MAXIMUM CONTAMINANT LEVELS

Consumer Acceptance Limits

Detected Contaminant	Unit	SMCL	Range	Average	Typical Sources in Drinking Water:
Chloride	ppm	500	<3 - 15	9	Runoff/leaching from natural deposits
Odor Threshold	TON	3	ND - 1	ND	Naturally-occurring organic materials
Specific Conductance	µS/cm	1600	32 - 222	151	Substances that form ions when in water
Sulfate	ppm	500	0.9 - 32	17	Runoff/leaching from natural deposits
Total Dissolved Solids	ppm	1000	31 - 120	81	Runoff/leaching from natural deposits
Turbidity	NTU	5	0.1 - 0.2	0.1	Soil runoff

KEY TO UNITS OF MEASUREMENT

NTU	Nephelometric Turbidity Unit, which is a measurement of the clarity of water.
ppb	Parts per billion (or micrograms per liter), which is equivalent to one penny in $10,000,000.
ppm	Parts per million (or milligrams per liter), which is equivalent to one penny in $10,000.
cysts/L	Cysts per liter, which is a measurement of some microorganisms in water
<	Less than the stated detection limit.
µS/cm	MicroSiemens per centimeter.
ND	Non-detected
NL	Notification Level
TON	Threshold Odor Number

NOTES

(1) Turbidity is the water clarity indicator, it also indicates the quality of the water and the treatment system efficiency.
(2) These are monthly average turbidity values measured every 4 hours daily.
(3) There is no turbidity MCL for filtered water. The limits are based on the TT requirements for filtration systems.
(4) This is the highest locational running annual average value.
(5) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from SVWTP only.
(6) Percent of monthly samples that are positive in Hayward tap water.
(7) The SWRCB specifies the fluoride level in the treated water be maintained within a range of 0.8 ppm - 1.5 ppm. In 2014, the range and average of the fluoride levels were 0.6 ppm - 1.2 ppm and 0.9 ppm, respectively.
(8) The naturally fluoride level in the Hetch Hetchy was ND. Elevated fluoride levles in the SVWTP raw water were attributed to the transfer of fluoridated Hetch Hetchy water into the reserviors.
(9) Water is disinfected with chloramine, a combination of chlorine and ammonia. Residual chlorine is measured.
(10) The 90th percentile level of lead and copper must be less than the action level.
(11) In 2013, 0 out of 57 sampled residences exceeded the Action Level at consumer taps.
(12) Other Regulatory Level.
(13) The detected chlorate in treated water is a degradation byproduct of sodium hypochlorite used by SFPUC for water disinfection.

OTHER WATER QUALITY PARAMETERS

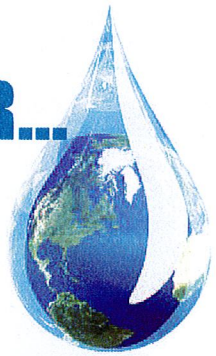
Parameter	Unit	ORL[12]	Range	Average
Alkalinity (as CaCO3)	ppm	N/A	8 - 94	37
Calcium (as Ca)	ppm	N/A	3 - 20	11
Chlorate[13]	ppb	800 (NL)	34 - 740	314
Hardness (as CaCO3)	ppm	N/A	7 - 77	46
Magensium	ppm	N/A	<0.2 - 6.4	3.9
pH	unit	N/A	6.9 - 10.2	9.3
Potassium	ppm	N/A	0.2 -1	0.6
Silica	ppm	N/A	2 - 5	4
Sodium	ppm	N/A	2.4 - 16	10

CRYPTOSPORIDIUM AND GIARDIA

Cryptosporidium and *Giardia*, parasitic microbes found in most surface water supplies, can pose a potential health threat. If swallowed, either may produce symptoms of diarrhea, stomach cramps, upset stomach, and slight fever. Some people, including those with compromised immune systems, are more vulnerable to *Cryptosporidium* and *Giardia* than others and should seek advice about drinking water from their health care providers. SFPUC tests regularly for *Cryptosporidium* and *Giardia* in both source and treated water supplies. In 2014, very low levels of *Cryptosporidium* and *Giardia* were occasionally detected in source and treated water.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants, including *Cryptosporidium* and *Giardia*. The presence of small amounts of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects may be obtained by calling the USEPA Safe Drinking Water Hotline at (800) 426-4791 or visiting www.epa.gov/safewater.

SAVING WATER... MAKE IT A HABIT



There are many simple steps that residents and businesses can take to save water.

WATER CONSERVATION STARTS WITH YOU

- Replace old toilets with new, water-saving models.
- Replace old fixtures with new, water saving models.
- Turn off the faucet when you are brushing your teeth, shaving, and doing the dishes.
- Take shorter showers. Each minute you cut from your shower saves 2.5 gallons of water.
- Don't hose down sidewalks, driveways and pavement. Use a broom to clean these areas.
- Wash only full loads in your dishwasher and clothes washer.
- Repair leaks. To check for toilet leaks, place a few of drops of food coloring in the toilet tank. If color appears in the bowl, there is a leak and you probably need a new flapper.
- Give your landscaping only the water it needs. For example, most established lawns need water only once or twice a week. Water only at night or very early in the morning in order to reduce evaporation and use water more effectively. Placing mulch around your plants also reduces evaporation.
- Replace your lawn with water efficient and drought tolerant landscaping.
- Install faucet aerators in your kitchen and bathroom. Aerators reduce the volume of water coming from faucets, but because a little air is mixed into the water, you will feel like the flow is just as strong.
- Don't wash your car at home. Use a commercial car wash that recycles water.

LEAD IN YOUR DRINKING WATER

In 2013, the City of Hayward tested for lead in the tap water of 57 residences. All samples were below the Action Level of 15 parts per billion. Lead sampling is required every three years and will be performed again in 2016.

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 Hayward Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in your household or building 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 (use this water for other purposes – like watering plants). 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 at (800) 426-4791 or at www.epa.gov/safewater/lead.

2014 Water Quality Report

CITY OF
HAYWARD
HEART OF THE BAY

www.hayward-ca.gov/waterqualityreport2014

Each year, the City of Hayward provides a Water Quality Report (Consumer Confidence Report) to its customers to let them know where Hayward drinking water comes from, how it is treated, the results of water quality monitoring, and other important information about water quality.
The results of water quality monitoring confirm that the water delivered to Hayward customers in 2014 was of the highest quality and met all state and federal standards.

In an effort to be more environmentally responsible, we are no longer printing large quantities of the report; however, the Report will be available on the City's website at **www.hayward-ca.gov/water qualityreport2014** by **June 30, 2015**.

If you would like to receive a paper copy of the report, please send an email request with your name and mailing address to **utilities.administration@hayward-ca.gov** or call **(510) 583-4700**.

CITY OF
HAYWARD
HEART OF THE BAY

Department of
Utilities & Environmental Services
777 B Street
Hayward, CA 94541-5007

HAYWARD WATER SYSTEM
P.O. BOX 6004
HAYWARD, CA 94540
(510) 583-4600 TDD (510) 247-3340

PAY BILL ONLINE AT:
http://www.hayward-ca.gov/hss

UTILITY BILL

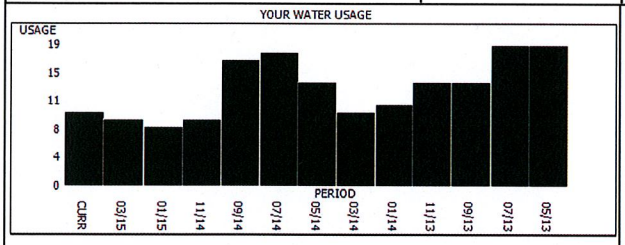
Customer Copy
Keep this portion for your records

Customer Name	Service Address
JOE & TORI JOHNSON	425 FAIRWAY ST

Bill Number	Bill Date	Account Number - Customer Number	Delinquent Date
326125	06/04/2015	13194 - 10018381	06/21/2015

Charge Description	Meter	Previous Read Date	Current Read Date	Read Days	Previous Meter Reading	Current Meter Reading	Read Code	Units (100 cu. ft.)	Charge
WATER USAGE	34970028	03/19/15	05/19/15	61	863	873	A		
TIER 1: 1-8 @ 4.75/UNIT								8.00	38.00
TIER 2: 9-25 @ 5.70/UNIT								2.00	11.40
METER SERVICE									12.00
SEWER									32.90
EXCISE TAX									6.00

YOUR WATER USAGE



Usage this Billing Cycle			
Units	Gallons (Units * 748)	Read Days	Avg. Gal. Per Day
10	7480	61	123

READ CODE:
A = Actual
E = Estimate
F = Final
M = Manual

Total Current Billing	100.30
Previous Balance	94.60
Adjustments	.00
Deposit Applied	.00
Less Payments Received	94.60
Total Amount Due	**$100.30**

EFT IS SET-UP. PAYMENTS OCCUR THE FRIDAY PRIOR TO THE DELINQUENT DATE

THE CITY OF HAYWARD 2014 WATER QUALITY REPORT WILL BE AVAILABLE TO VIEW ONLINE AT WWW.HAYWARD-CA.GOV/WATERQUALITYREPORT2014 BY JUNE 30. IF YOU WOULD LIKE TO RECEIVE A PAPER COPY OF THE REPORT, PLEASE EMAIL US AT UTILITIES.ADMINISTRATION@HAYWARD-CA.GOV OR CALL 510-583-4700

✂ Detach and return the portion above with your payment ✂

HAYWARD WATER SYSTEM
P.O. BOX 6004
HAYWARD, CA 94540
(510) 583-4600 TDD (510) 247-3340

PAY BILL ONLINE AT:
http://www.hayward-ca.gov/hss

UTILITY BILL

REMIT PORTION

Please write your Account and Customer number on your check, and enclose this portion of bill with your payment.

DUE UPON RECEIPT

Service Address	Bill Number	Account # - Customer #	Delinquent Date	Amount Due
425 FAIRWAY ST	326125	13194 - 10018381	06/21/2015	$100.30

EFT IS SET-UP. PAYMENTS OCCUR THE FRIDAY PRIOR TO THE DELINQUENT DATE

GO GREEN GO PAPERLESS

Call **(510) 583-4600** to sign-up for email bill delivery, and visit **www.hayward-ca.gov/HSS** to sign-up for automatic payments, pay your bill, and view account information.

JOE & TORI JOHNSON
425 FAIRWAY ST
HAYWARD, CA 94544-7305

0000604201560032612520000010030 5