

CITY OF MILLBRAE

2015 Water Quality Report

**CALIFORNIA IS STILL IN A
DROUGHT!
PLEASE USE WATER WISELY!**

Mandatory drought regulations are still in effect. All customers are asked to continue to reduce water use. Please see the back page of this report for the listing of drought regulations for all water users.



For More Information

City of Millbrae
Ray Chan, Public Works Director
(650) 259-2339
<http://www.ci.millbrae.ca.us>

San Francisco Public Utilities Commission
(SFPUC)
Customer Service (415) 551-3000
www.sfwater.org/

State Water Resources Control Board
(SWRCB)
Drinking Water (916) 449-5577
<http://www.swrcb.ca.gov>

US Environmental Protection Agency
(USEPA)
Safe Drinking Water Hotline (800) 429-4791
<http://www.epa.gov>

American Water Works Association
(AWWA)
Contact Line (800) 926-7337
<http://www.awwa.org>

The City of Millbrae, Public Works Department is pleased to present you the 2015 water quality report. Pursuant to federal regulations mandated by the Safe Drinking Water Act, all water consumers are to be provided annual information about their water and its sources.

This report explains the origin of the drinking water supply and the specific treatment(s) it receives by the City of Millbrae, Public Works, Utilities & Operations staff and the San Francisco Public Utilities Commission (SFPUC).

The City of Millbrae believes it is in everyone's interest to obtain a high quality and reliable water supply because it is integral to personal health, environmental integrity and community prosperity.





Water Quality and You

Water quality is extremely important, because we cannot survive without a clean and reliable source of it. The City of Millbrae; our water supplier, the San Francisco Public Utilities Commission (SFPUC); the California Department of Public Health (CDPH); & the United States Environmental Protection Agency (USEPA) are all working simultaneously to ensure that we provide the highest quality water and to educate water consumers and encourage their involvement in relevant decisions. Consumers who familiarize themselves with the basic drinking water information contained in this report will be able to participate more effectively in these decision making process. Together, we can be a great force to promote programs that will aid us in continuing to deliver water that meets the highest possible standards.

Millbrae Water Quality Assurance Programs

The Millbrae Water Division conducts a comprehensive water quality assurance program. We collect and report over forty samples a month throughout our system to regularly monitor water quality. We send samples to a state certified laboratory for testing and are pleased to report that all samples have tested negative for coliforms and that the City had zero violations related to any maximum contaminant level (MCL) in the calendar year 2015.

Other water samples are collected periodically to check for levels of lead and copper, disinfection by-products trihalomethanes and haloacetic acids (THMs and HAAs) and general physical components as required by state and federal regulations. The City of Millbrae received a waiver for asbestos sampling.

The City of Millbrae continually monitors all five main entry points to our distribution system and also other key points in the distribution system such as our tank sites and pump stations. These sites are monitored by our computerized SCADA (Supervisory Control and Data Acquisition) system that provides our Water Division managers with continuous automated water quality information.

In addition, the Millbrae water division, along with the San Mateo County Environmental Health Department, administers and manages a cross-connection prevention program to eliminate possible contamination to our drinking water through backflow prevention devices. The program includes yearly testing of all city-owned backflow devices and monitoring of compliance on privately owned backflow devices*.

****A note to residents and business owners who have backflow prevention devices: State regulations require that all backflow prevention devices be tested annually by a certified inspector.***

Our Drinking Water Sources and Treatment

Supplied by the San Francisco Regional Water System (SFRWS), which is owned and operated by the San Francisco Public Utilities Commission (SFPUC), our major water source originates from spring snowmelt flowing down the Tuolumne River to storage in Hetch Hetchy Reservoir. The pristine, 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). Water treatment provided by the SFRWS, including disinfection by ultraviolet light and chlorine, corrosion control by adjustment of the water pH value, fluoridation for dental health protection, and chlorination for maintaining disinfectant residual and minimizing disinfection byproduct formation, is in place to meet the drinking water regulatory requirements.

The Hetch Hetchy water is supplemented with surface water from two local watersheds. Rainfall and runoff from the 35,000-acre Alameda Watershed in Alameda and Santa Clara counties are collected in the Calaveras and San Antonio reservoirs, and delivered to the Sunol Valley Water Treatment Plant (SVWTP). Rainfall and runoff from the 23,000-acre Peninsula Watershed in San Mateo County are stored in the Crystal Springs, San Andreas, and Pilarcitos reservoirs, and delivered to the Harry Tracy Water Treatment Plant. Beginning in 2015, the SWRCB approved the SFRWS to use surface water collected in Lake Eleanor, Lake Cherry, Early Intake Reservoir and conveyed via the Lower Cherry Aqueduct, and the associated creeks (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 two treatment plants is subject to filtration, disinfection, fluoridation, and pH adjustment for corrosion control optimization.

As in the past, the Hetch Hetchy Watershed provided the majority of our total water supply, with the remainder contributed by the two local watersheds in 2015.

Water Quality

The SFPUC's Water Quality Division (WQD) regularly collects and tests 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, WQD staff conducted more than 47,500 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.

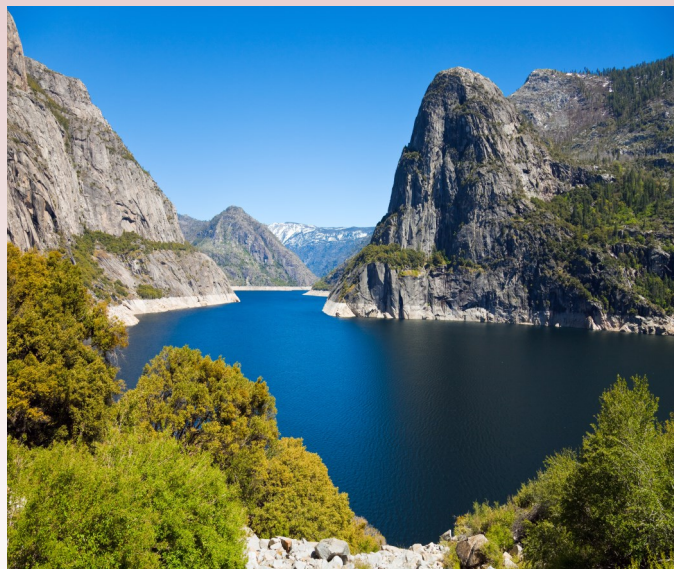
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. In order to ensure that tap water is safe to drink, the USEPA and SWRCB prescribe regulations 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 provide the same protection for public health.



Protecting Our Watersheds

The SFPUC conducts watershed sanitary survey for Hetch Hetchy source annually and local water sources every five years. The latest 5-year local sanitary survey was done in 2010. In 2015, a special watershed sanitary survey for the upcountry water sources including Cherry Creek, Eleanor Creek, and Lower Cherry Aqueduct was completed as part of the SFPUC's 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 have identified wildlife, stock, and human activities as potential contamination sources. The reports are available for review at the San Francisco District office of SWRCB (contact phone number: 510-620-3474).



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. The SFPUC's fluoride target level in the water is 0.7 milligram per liter, consistent with the May 2015 State regulatory guidance on the new 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. 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 health provider or SWRCB if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB website:

www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml, and search for fluoride, or the CDC website www.cdc.gov/fluoridation.

Bay Tunnel and New Irvington Tunnel Projects

These new SFPUC's facilities were brought into service in 2015 and have strengthened the seismic reliability of the SFRWS by providing crucial system redundancies. They are part of the SFPUC's Water System Improvement Program, a 4.8 billion dollar investment in capital projects that strengthen our ability to provide reliable, high-quality water to 2.6 million customers, even after a natural disaster.



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 ⁽²⁾	[3.1]	Soil runoff
Filtered Water from Sunol Valley Treatment Plant (SVWTP)	NTU	1 ⁽³⁾	N/A	-	[1]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A	97% - 100%	-	Soil runoff
Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	NTU	1 (3)	N/A	-	[0.14]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU (3)	N/A	100%	-	Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total Trihalomethanes	ppb	80	N/A	10.6-61.8	[26.1] ⁽⁴⁾	Byproduct of drinking water disinfection
Haloacetic Acids	ppb	60	N/A	6.1-47.4	[24.3] ⁽⁴⁾	Byproduct of drinking water disinfection
Total Organic Carbon (5)	ppm	TT	N/A	1.4-5.2	2.1	Various natural and man-made sources
MICROBIOLOGICAL						
Total Coliform ⁽⁶⁾	-	NoP ≤ 5.0% of monthly samples	(0)	-	[n/a]	Naturally present in the environment
Giardia lamblia	Cyst/L	TT	(0)	0 - 0.08	0.01	Naturally present in the environment
INORGANICS						
Flouride (source water) ⁽⁷⁾	ppm	2.0	1	ND-0.8	0.5 ⁽⁸⁾	Erosion of natural deposits; water additive to promote strong teeth
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG=4	1.0-3.3	[2.7] ⁽⁹⁾	Drinking water disinfectant added for treatment

CONSTITUENTS WITH SECONDARY STANDARDS	Unit	SMCL	PHG	Range	Average	Major Source of Contaminant
Chloride	ppm	500	N/A	<3 - 16	8.4	Runoff / leaching from natural deposits
Color	Unit	15	N/A	<5 - 5	<5	Naturally-occurring organic materials
Specific Conductance	µS/cm	1600	N/A	34 - 213	144	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 - 93	54	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	0.1 - 0.3	0.1	Soil runoff

LEAD AND COPPER	Unit	AL	PHG	Range	90th Percentile	Major Sources in Drinking Water
Copper	ppb	1300	300	0-55 ⁽¹⁰⁾	48/ ug/1	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	0-25.5 ⁽¹¹⁾	5.3 ug/1	Internal corrosion of household water plumbing systems

OTHER WATER QUALITY PARAMETERS	Unit	ORL	Range	Average
Alkalinity (as CaCO ₃)	ppm	N/A	7-128	30
Boron	ppb	1000 (NL)	103	103
Bromide (12)	ppb	N/A	15-24	20
Calcium (as Ca)	ppm	N/A	3-18	11
Chlorate (13)	ppb	800 (NL)	39-280	157
Hardness (as CaCO ₃)	ppm	N/A	13-65	42
Magnesium	ppm	N/A	0.2-5.6	3.7

Footnotes:

- (1) All results met State and Federal drinking water health standards
- (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
- (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 the SVWTP only.
- (6) In May 2015, the SWRCB recommends 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.
- (7) The natural fluoride level in the Hetch Hetchy supply was ND. Elevated fluoride levels in the SVWTP and HTWTP raw water are attributed to the transfer of fluoridated Hetch Hetchy water in the reservoirs.
- (8) This is the highest running annual average value.
- (9) The most recent Lead and Copper Rule monitoring was in 2013. 0 of 30 site samples collected at consumer taps had copper concentrations above the AL. (Use only if necessary)
- (10) The most recent Lead and Copper Rule monitoring was 2013. 1 of 30 site samples collected at consumer taps had lead concentrations above the AL. (Use only if necessary)
- (11) Bromide was detected in HTWTP effluent only. If you do not receive HTWTP water in 2015, you may exclude this contaminant from this table.
- (12) The detected chlorate in the treated water is degradation product of sodium hypochlorite used by the SFPUC for water disinfection.

KEY

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



Contaminants and Regulations

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 storm water 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 storm water 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 storm water 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

KEY WATER QUALITY TERMS

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

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. The SFPUC 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.

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.



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 the SFRWS. 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/safewater/lead.

WATER CONSERVATION ALERT!

Drought Conditions Continue

Please Continue to Reduce Water Use

The following drought regulations are in effect and refer to potable water only (water that is suitable for drinking):

For updated drought regulations, visit www.ci.millbrae.ca.us/waterconservation.



- ◆ Watering of grass and ornamental landscapes is limited to two (2) days per week as follows:
 - Odd numbered addresses: Monday & Thursday
 - Even numbered addresses: Tuesday & Friday
- ◆ Watering of grass and ornamental landscapes is only allowed between the hours of 6pm to 10am.
- ◆ Watering of grass and ornamental landscapes is prohibited during and 48 hours following rain.
- ◆ Hoses used for any purpose must be fitted with shut off nozzles.
- ◆ Use of water is not allowed which results in flooding or runoff in gutters, driveways, or streets.
- ◆ Washing of hard surfaces is prohibited, including but not limited to, driveways patios, parking lots or other paved surfaces & buildings.
- ◆ Fountains or decorative water features are prohibited, unless the water is recirculated.
- ◆ Restaurants and anywhere food or drink are served can only serve drinking water upon request.
- ◆ Hotels & motels must offer guests the option of not washing towels and linens daily.

~ Water Notices and fines will potentially apply for violating these regulations ~

Water Saving Tips

- | | |
|---|---|
| 1) Install a low flow showerhead and take a 5-minute or less showers. Free showerheads and timers are available. | 6) Turn off water while brushing your teeth and shaving. |
| 2) Catch water in watering can or bucket while waiting for water to get hot. Free buckets are available. | 7) Run only full loads in dishwasher & clothes washers. Replace these appliances with water efficient machines. Rebates are available for qualifying high-efficiency clothes washer models. |
| 3) Replace your toilet with high-efficiency model or put water displacement bag in each toilet tank. Free displacement bags are available and rebates are available for qualifying high-efficiency toilets. | 8) Water lawn/landscaping between 6pm and 10am. Be sure not to over water landscaping. Check and adjust sprinkler heads seasonally. Plant drought-tolerant and native plants. |
| 4) Fix all leaky toilets, faucets and pipes. Install low flow faucet aerators in the kitchen and bathroom. Free low flow aerators are available. | 9) Use a carwash facility or use a bucket of water and one short rinse to wash your car; wash on permeable surface (grass or gravel). |
| 5) Scrape plates and run the garbage disposal less frequently. Compost food scraps instead. | 10) Sweep (never hose) driveways, patios, and sidewalk. |

You can pick up the free water saving devices at City Hall's Public Works counter, Monday - Friday, 8:30am-5:00pm: showerheads, faucet aerators, shower timers, toilet leak tablets, buckets and garden landscaping guides. Rebates are available for high-efficiency toilets, clothes washers, rain barrels and cisterns.

For more information and tips visit www.ci.millbrae.ca.us/waterconservation or call 650-259-2348.

We're Here to Help!

Understanding your water bill

Please note: This is an example of a residential customer. Bills for business and multi-family customers may differ. Please contact our Water Billing Department if you have questions about your bill.

Water and Sewer Services are flat rates that help pay for the cost of maintenance to the systems. Water and Sewer Usage charges vary depending on the current period's consumption multiplied by the current per unit rate.

The Sewer System Overflow (SSO) charge is a flat rate for improving the wastewater system to prevent overflows, breakage and blockages.

City of Millbrae

UTILITY BILL

STATEMENT DATE	PAYMENT DUE DATE	AMOUNT DUE	AMOUNT PAID
10/28/2015	11/16/2015	\$257.35	

ACCOUNT NUMBER: 012345-000

SERVICE PERIOD: 08/01/15 - 09/30/15

SERVICE ADDRESS: 621 Magnolia

DESCRIPTION	CHARGES	PRIOR	CURRENT	CONSUMPTION	PRIOR YR CONS	GAL PER DAY
Previous Balance	206.64					
Payments	-206.64					
Past Due	0.00					
Adjustments	0.00					
Water Usage	59.95	2,723	2,734	11	19	137
Water Service	30.00					
Sewer Usage	57.20					
Sewer Service	89.20					
SSO	21.00					
Total Due	\$257.35					

If you have a billing question, or would like to add your e-mail as additional information to your account, you can send an e-mail to utilitybilling@ci.millbrae.ca.us. Please indicate your name, address, phone# and account # in the e-mail.

Billing Questions
(650) 259-2420
Mon-Fri 8:30-4:30

After Hours Emergency
(650) 363-4951

Water/Sewer Concerns
(650) 259-2374
Mon-Fri 7:00-3:00

Detach this slip and put inside the envelope with the check.

DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

STATEMENT DATE	PAYMENT DUE DATE	AMOUNT DUE	SERVICE ADDRESS
10/28/15	11/16/15	\$257.35	621 Magnolia

ACCOUNT NUMBER: 012345-000

SERVICE PERIOD: 08/01/15 - 09/30/15

AMOUNT PAID: Enter the amount paid.

MAKE CHECKS PAYABLE TO:
City of Millbrae