

Water Quality IS OUR TOP PRIORITY



A frog pond on the Pleasanton Ridge supports tall vegetation, like grasses, cattails and bushes while also providing habitat for a wide variety of animals, including birds, skinks and other aquatic invertebrates such as newts and salamanders.

2023 ANNUAL *Water Quality* REPORT



Pacific Chorus Frog,
see page 7

The City of Pleasanton is pleased to distribute this report to its water customers. It provides important information about where the City's water comes from and the work performed each day to ensure 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 2023.



PLEASANTON'S WATER MEETS ALL SAFE DRINKING WATER STANDARDS

The 2023 City of Pleasanton Annual Water Quality Report explains where your water comes from and the process to ensure the water delivered to you meets all the regulated Federal and State drinking water guidelines. 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. The City is pleased to report that all 2023 water quality tests confirmed that water delivered to your tap met all applicable regulated Federal and State drinking water standards.

This report also includes information regarding steps taken by the City and Zone 7 Water Agency to improve drinking water delivered to customers in 2023, and opportunities for the public to participate in decisions that affect their drinking water quality. Phone numbers and web page addresses of the City and other public agencies responsible for water billing, delivery, supply, and water quality are also presented herein.

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

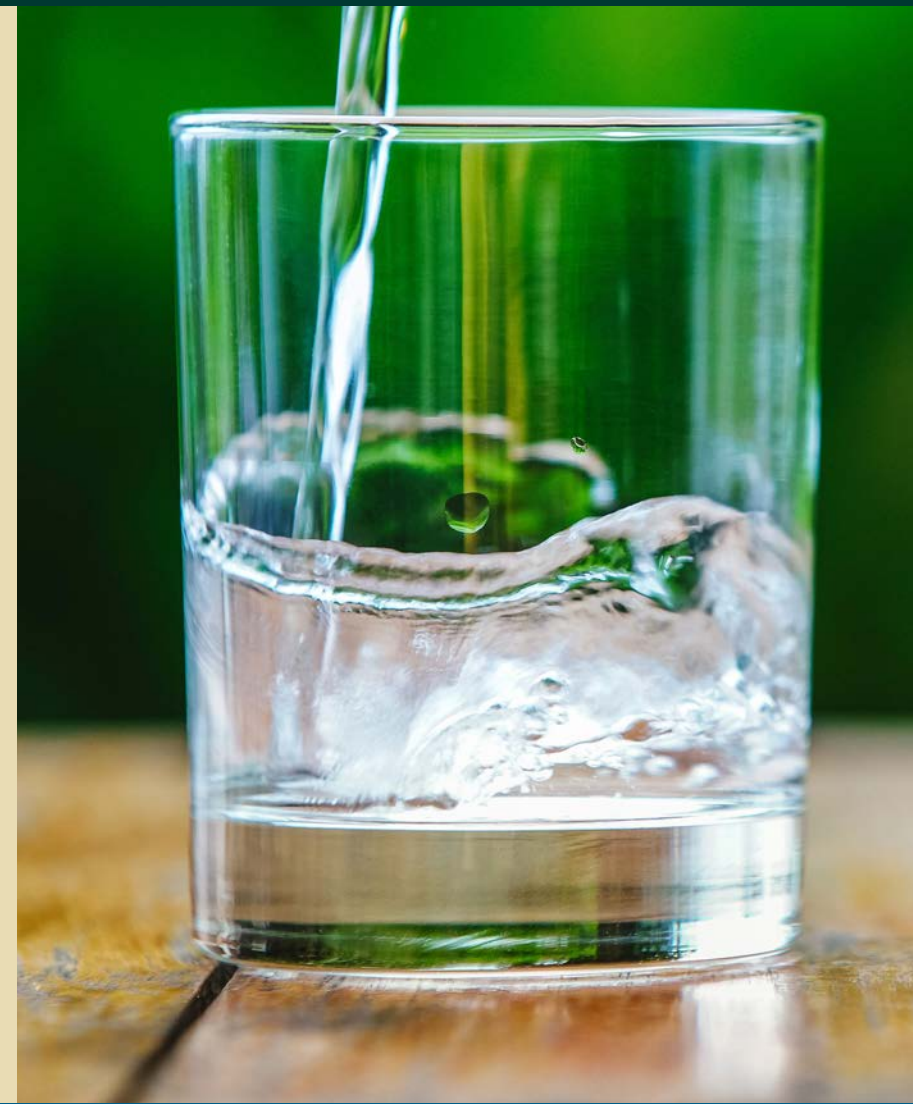
Este informe contiene informacion muy importante sobre su agua beber. Traduzcalo o hable con alguien que lo entienda bien.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

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

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

이 안내는 매우 중요합니다.
본인을 위해 번역인을 사용하십시오.

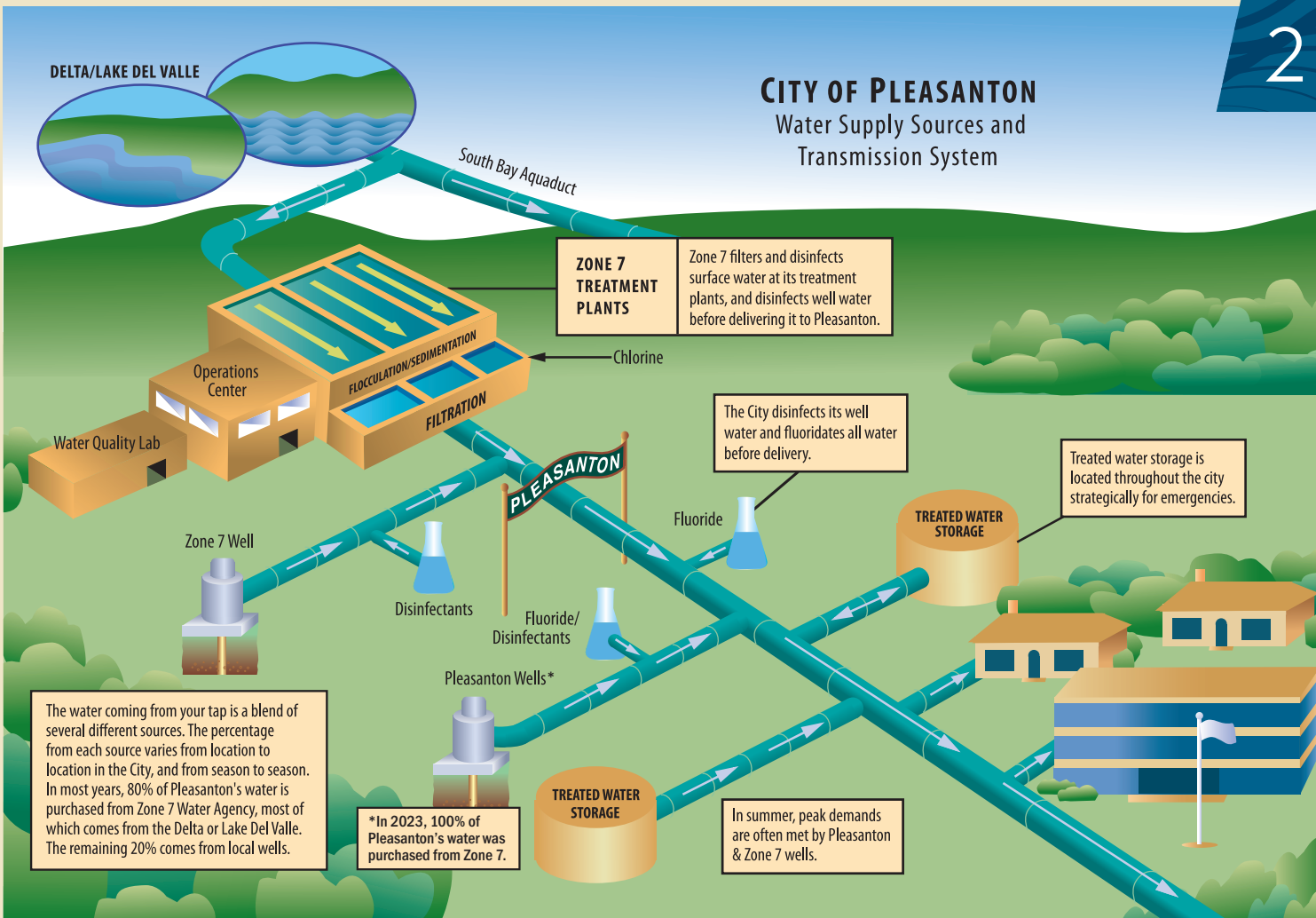


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PLEASANTON'S WATER SOURCES

Zone 7 Water Agency, the Tri-Valley's water wholesaler, provides treated water to four major Valley water retailers, delivers untreated water to a number of agricultural customers, and monitors flood control measures and coordinates groundwater management resources in the Tri-Valley area. In 2023, 100% of Pleasanton's water was purchased from Zone 7 and was comprised of treated surface water blended with some local groundwater. All water sources are disinfected and fluoridated before delivery to our customers.



Imported Surface Water

The State Water Project (SWP) delivers water to Zone 7. The SWP water originates from the Feather River watershed, where it is stored behind the Oroville Dam before being released into the Sacramento River/San Joaquin Delta. This water is pumped from the Delta by the Department of Water Resources (DWR) to the South Bay Aqueduct (SBA) system, which then flows to the Tri-Valley area. The SBA continues through Alameda County and into Santa Clara County.

Local Surface Water

Lake Del Valle, our local water storage reservoir, is operated and maintained by the DWR as a water supply reservoir, local flood control resource and recreation area. The water stored at Lake Del Valle comes from local rainfall and from the SWP. Water from Zone 7's two surface treatment plants (Del Valle and Patterson Pass) undergoes several stages of treatment in order to comply with the State Water Resources Control Board (State Board), Division of Drinking Water.

Local Groundwater

Groundwater comes from wells and springs. Zone 7 uses the local groundwater to increase the volume of drinking water available, especially during the hot summer months, when demand for water rises. On any given summer day, more than half of the water being delivered in the city may be groundwater.

3.

PLEASANTON'S WATER QUALITY GOALS

Important Health Information

The City's goal is to continuously provide a dependable supply of high quality drinking water to its customers. To accomplish this, the treated surface water delivered to customers is continually monitored at Zone 7's two local water treatment plants. These plants also perform specific chemical and biological tests every four hours to check the purification process. All groundwater sources comply with State Board testing regulations. In addition, there are 48 sampling points located throughout the City's water distribution system that are monitored and tested daily,

weekly and monthly by the City, to ensure your drinking water continuously complies with all regulated Federal and State drinking water standards.

This report contains information regarding the quality of the water supplied by the City. 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 925-931-5500, or email your questions to us at

pwd@cityofpleasantonca.gov



A welcome complement to the golden California poppy, the *Anagallis monellii*, or blue pimpernel, (foreground) is a vibrant addition to any California native, drought-tolerant landscape like the specimen shown in this Pleasanton garden.

Photo courtesy of June Wong

4.

CHEMICALS AND 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. In some cases this may include radioactive material and 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 U.S. Environmental Protection Agency (US EPA) Safe Drinking Water Hotline at 800-426-4791.

The disinfectant Chloramine (a combination of chlorine and ammonia) is used to disinfect both Zone 7 and the City's water. This disinfectant is utilized to protect public health by destroying disease-causing organisms that may be otherwise present in water supplies. At low levels in drinking water, Chloramines have not been found to cause adverse health effects for the general population. However, aquarium owners and home dialysis patients should take special precautions before chloraminated water can be used in aquariums or home kidney dialysis machines, due to the very small amount of ammonia present in the water.



A water operator takes routine microbiological sample from Pleasanton's drinking water system.

4.

LEAD IN DRINKING WATER

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 water has been sitting for several hours, one can minimize the potential for lead exposure by flushing the tap for 30 seconds to 2 minutes before using water for drinking or cooking. If concerned about lead in the water, residents may have the water tested. Information on lead in drinking water, testing methods, and steps that can be taken to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

Lead can enter drinking water when service pipes, fittings, fixtures, solder and flux that contain lead corrode by a chemical reaction with the water. There is higher risk of this occurring when the water has high acidity or low mineral content. The most common problem is with brass or chrome plated brass faucets and fixtures that have lead solder. This can cause significant amounts of lead to enter into the water,

especially at higher temperatures. To address corrosion of lead and copper into drinking water, the Environmental Protection Agency (EPA) issued the Lead and Copper Rule (LCR) under the authority of the Safe Drinking Water Act of 1974 (SDWA). The LCR contains the regulatory requirements for monitoring, tracking, treatment and reporting for preventing lead and copper from contaminating drinking water.

Congress banned lead solder in 1986. The City of Pleasanton tests between 30 and 60 single family homes built between 1982 and 1986 once every 3 years to comply with the EPA Lead and Copper Rule. Pleasanton source water is also analyzed for lead and copper on a regular schedule specified by the State Water Resources Control Board (State Board). The most recent sample results are included on the 2023 Water Quality Results table in section 7 of this report.



The showy flowers of the blue pimpernel (also known as the *Anagallis monellii*) make a lovely addition to Pleasanton garden beds and pots. Not only does the plant's striking purple-petaled and pink-eyed blooms attract beneficial bees and butterflies, but it also *thrives with little or no water once established*. An added benefit—the Mediterranean native self-sows for perennial repeat performances.

For more general information about Lead in Drinking Water and the Environment, please visit the EPA website: www.epa.gov/lead

5.

DEFINITION OF TERMS

The following terms are used in the water industry to define contaminant levels. Pleasanton's drinking water is tested at the levels in the table in section 8.

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 a contaminant that is allowed in drinking water.

MCLG – Maximum Contaminant Level Goal: The level of contaminant below which there is no known or expected risk to health—set by the US EPA.

MRDL – Maximum Residual Disinfectant Level: The highest level of a disinfectant that is allowed in drinking water.

MRL – Minimum Reporting Level: The minimum level of contaminate that is allowed in drinking water.

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

NA – Not Applicable.

ND – Not Detected: Concentration not found above Minimum Reporting Limit (MRL) or Detection Limit for Purpose of Reporting (DLR) set by the State Board.

PHG – Public Health Goal: 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 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 effectiveness of the treatment plant's filtration system.

The following contaminants may also be found in drinking water:

TTHMs (Total Trihalomethanes): TTHMs are by-products of chlorine disinfection process. 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 have an increased risk of getting cancer. In 2023, the Locational Running Annual Average (LRAA) of Pleasanton's designated sample locations in the distribution system were under the MCL of 80 parts per billion (ppb).



MTBE (Methyl Tertiary Butyl Ether): MTBE was not detected in any of Zone 7's water supply sources in 2023. The detection limit for reporting purposes is 3 ppb.

Nitrate: Groundwater sources tend to have more Nitrate due to natural deposits and fertilizer runoff among other sources. Zone 7's water ranged from ND to 3.9mg/L in 2023. Nitrate is considered a health risk above 10mg/L. It is of special concern for infants less than 6 months of age, pregnant women and people with certain enzyme deficiencies. At more than 10mg/L, it can interfere with the ability to carry oxygen in blood. If you or a family member falls within these groups and are concerned, speak to a healthcare provider.

Table Units

mg/L	Milligrams per Liter or parts per million
µg/L	Micrograms per Liter or parts per billion
µS/cm	Microsiemens per Centimeter
NTU	Nephelometric Turbidity Unit
pCi/L	Picocuries per Liter

6.

UNDERSTANDING THE SUMMARY

Primary Drinking Water Standards (PDWS) are set after considerable research and data have been analyzed by health experts. These standards, called Maximum Contaminant Levels (MCLs) are set by US EPA and strictly enforced by the State Water Resources Control Board (State Board), Division of Drinking Water. 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 State Board.

Detected Contaminants: The chemical table 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 (Range). In addition to the regulated contaminants, Zone 7 and the City monitor additional “unregulated contaminants” as required. Unregulated contaminant monitoring helps EPA and the State Board to determine where certain contaminants occur and whether the contaminants need to be regulated in the future.

Contaminants that may be present in source water include the following:

- 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, 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. They 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.

Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Pleasanton sampling frequency meets, and for some parameters, exceeds State Board requirements. Unless otherwise noted, the data presented in this table below is from testing done in the calendar year of the report. The EPA or the State requires the City to monitor for certain contaminants less than once per year because the concentrations of these contaminants are relatively stable.

All groundwater sources are considered vulnerable to activities located near the drinking water supply source. Drinking Water Source Assessment and Protection (DWSAP) is updated whenever new water sources are added.

Measuring in at about the size of a quarter, the *Pacific Chorus Frog* (also known as the *Pacific Tree Frog*) is prevalent around the creeks, ponds and meadows of Western North America, including in Pleasanton. It can be found in almost any habitat where there are suitable breeding waters—typically vernal pools, small ponds and other still water. Frogs are good for the environment—they eat mosquitoes, insects and slugs, and their tadpoles filter drinking water.



7.

2023 WATER QUALITY RESULTS

The table below lists drinking water contaminants, where detected, and their sources. (See footnotes on the next page.)

PRIMARY STANDARDS — Mandatory health-related standards established by the State Water Resources Control Board (State Board) Division of Drinking Water (DDW) ¹							
ZONE 7 WATER AGENCY²							
Contaminants (units)	MCL	PHG MCLG* ³	Treated Surface Water		Groundwater		Major Sources in Drinking Water
Turbidity (NTU)	TT=1 NTU Maximum TT=95% of Samples ≤ 0.3 NTU	NA NA	Highest Level Found = 0.1 NTU % of Samples ≤ 0.3 NTU = 100		Not Applicable Not Applicable		Soil Runoff Soil Runoff
Total Organic Carbon	TT = Quarterly RAA Removal Ratio ≥ 1.0	NA	Lowest Quarterly RAA Ratio = 1.2		Not Applicable		Various natural and manmade sources
Inorganic Chemicals			Average	Range	Average	Range	
Barium (µg/L)	1000	2000	ND	NA	ND	ND-261	Erosion of natural deposits; discharge of drilling wastes; and discharge from metal refineries
Bromate (µg/L)	Quarterly RAA=10	0.1	High Quarterly RAA = ND	ND-7	NA	NA	Byproduct of drinking water disinfection
Selenium (µg/L)	50	30	ND	NA	ND	ND-7	Erosion of natural deposits; discharge from mines and industrial wastes
Fluoride (mg/L) (Naturally Occurring)	2	1	ND	NA	ND	ND-0.1	Erosion of natural deposits and discharge from fertilizer and aluminum factories
Nitrate (as N) (mg/L)	10	10	ND	ND-1.5	3.0	0.8-3.9	Erosion of natural deposits; runoff from fertilizer use; and leaching from septic tanks and sewage
Radionuclides							
Gross Alpha Particle Activity (pCi/L) ³	15	0	3	3	ND	ND-5	Erosion of natural deposits
Uranium (pCi/L)	20	0.43	ND	ND	1	ND-4	Erosion of natural deposits
Regulated Contaminants with Secondary MCLs, established by the State Board DDW							
Conductivity (µS/cm)	1600	—	333	137-635	742	270-1054	Substances that form ions when in water; seawater influence
Chloride (mg/L)	500	—	35	8-115	85	30-126	Runoff/leaching from natural deposits; seawater influence
Sulfate (mg/L)	500	—	38	16-75	54	15-97	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/L)	1000	—	195	75-368	485	175-718	Runoff/leaching from natural deposits
Turbidity (NTU)	5	—	ND	NA	ND	ND-0.1	Soil Runoff
Additional Parameters, included to assist consumers in making health or economic decisions, i.e. low sodium diet, water softening, etc.							
Alkalinity (as CaCO ₃)(mg/L)	—	—	76	37-114	253	82-368	Runoff/leaching from natural deposits
Boron (µg/L)	—	—	82	ND-200	625	500-850	Runoff/leaching from natural deposits
Hardness (as CaCO ₃) (mg/L)	—	—	73	29-120	301	81-473	Runoff/leaching from natural deposits
Potassium (mg/L)	—	—	2.0	1.0-4.4	1.9	0.7-2.5	Runoff/leaching from natural deposits
Sodium (mg/L)	—	—	46	18-102	68	30-84	Runoff/leaching from natural deposits
pH (Units)	—	—	8.8	8.2-9.4	7.8	7.5-	Runoff/leaching from natural deposits
Silica (mg/L)	—	—	11	6.6-13	22	7.7-28	Runoff/leaching from natural deposits

¹Pleasanton and Zone 7 also test for a number of additional constituents in the water supply sources. Test results for these constituents were non-detected and therefore not included in the table. A complete list of all constituents tested during 2023 is available upon request. ²Zone 7 Water Agency supplies surface and groundwater to the City of Pleasanton. For more information regarding this source, call 925-447-0533. The City of Pleasanton owns and operates three groundwater wells for drinking water purposes. All 3 wells are only available for emergency use. For more information on this source, please call 925-931-5500. ³Zone 7 Gross Alpha data is from 2017.

7.

2023 WATER QUALITY RESULTS, CONTINUED

The table below lists all of the drinking water contaminants, where detected, and their sources.

DISTRIBUTION SYSTEM SAMPLING RESULTS—Disinfection by-products, disinfectant residuals, fluoridation						
Contaminants (units)	MCL	PHG MCLG MRDLG	City of Pleasanton		Sources	
			Highest Locational Running Annual Average (LRAA)	Range of Individual Samples Collected in 2022		
Total Trihalomethanes (TTHMs) (µg/L)	80	NA	73	ND-86 ¹	Byproduct of drinking water disinfection	
Haloacetic Acids (HAA5) (µg/L)	60	NA	54	ND-69	Byproduct of drinking water disinfection	
Highest % of Monthly Positive Samples						
Total Coliform Bacteria	More than 5% of monthly samples are positive	0	0%		Naturally present in the environment	
			Running Annual Average (RAA) ⁸	Range of Monthly Average		
Chloramines as Chlorine (mg/L)	Maximum Residual Disinfectant Level (MRDL)=4.0	4	2.3	1.7-2.5	Drinking water disinfectant added for treatment	
Fluoride (mg/L) ²	2	1	0.70	0.64-0.78	Water additive that promotes strong teeth	
EPA/State Lead Copper Rule—Monitored at Customers Tap—2022 ³			Number Collected	90th Percentile	Number of Samples > Action Level	
EPA Lead Study (µg/L)	AL = 15	0.2	62	0	1	Internal corrosion of household plumbing
EPA Copper Study (mg/L)	AL = 1.3	0.3	62	0.33	0	Internal corrosion of household plumbing

¹Compliance is based on LRAA of distribution samples collected in 4 quarters. ²The City treats the water delivered to your tap by adding fluoride to the naturally occurring level in order to help prevent dental caries in consumers. The fluoride levels in the treated water are maintained within a range of 0.6 to 1.2 ppm, as required by the State Board regulations. ³Tested every 3 years; next scheduled testing in September 2025.

In an effort to reduce outdoor water use, many homeowners across California are choosing to replace grass with artificial turf and California native and water-wise landscaping. Water-wise landscapes are beautiful and low-maintenance not to mention attractive to pollinators and beneficial insects, which help natural ecosystems thrive. For turf rebate information visit Save Our Water: www.saveourwater.com/yardrebates/

To view the Water Quality Report online, please visit www.pleasantonwater.com



What are PFAS?

Per and Polyfluoroalkyl (PFAS) substances are a large group of man-made substances that have been extensively used since the 1940s in common consumer products designed to be waterproof, stain-resistant, or nonstick. In addition, they have been used in fire-retarding foam and various industrial processes. PFAS are unregulated contaminants of emerging concern in drinking water due to a host of health impacts and the tendency of PFAS to accumulate in groundwater.

PFAS Regulatory Update

PFAS are not regulated, but they are contaminants of emerging concern. Over the past several years, the science on PFAS and its impacts to the environment and public health have prompted regulatory consideration. The US EPA has issued health advisories for certain PFAS. These health advisories can be found at the following website link: <https://www.epa.gov/sdwa/drinking-water-health-advisories-has>. In 2024, the EPA established federally enforceable drinking water standards for PFAS.

The California State Water Resources Control Board (SWRCB) has also issued drinking water advisory levels for certain PFAS (refer to table below). Additionally, the SWRCB is in the process of establishing enforceable drinking water standards for PFAS.

SWRCB Advisory Levels for PFAS (ng/L)

PFAS	Notification Level (NL) ¹	Response Level (RL) ²
Perfluorooctanesulfonic acid (PFOS)	6.5	40
Perfluorooctanoic acid (PFOA)	5.1	10
Perfluorobutanesulfonic acid (PFBS)	500	5,000
Perfluorohexanesulfonic acid (PFHxS)	3	20

Notes: ¹NL is the concentration level of a contaminant in drinking water delivered for human consumption that SWRCB has determined, based on available scientific information, does not pose a significant health risk but warrants notification to the governing body. ²RL is the concentration of a contaminant in drinking water delivered for human consumption at which the water system, in the case of PFAS, must either (1) take the source out of service immediately; (2) utilize treatment or blending; or (3) provide immediate public notification of the exceedance if the source remains active. RLs are not regulatory drinking water standards.

ENSURING A SAFE WATER SUPPLY IN THE AGE OF FOREVER CHEMICALS

With concern growing about the presence of “forever chemicals” known as PFAS in some water supplies, Zone 7 and the City continue to actively monitor for PFAS in water supplies and have taken actions to ensure delivering safe drinking water to customers. All water delivered to our customers is below the SWRCB Response Levels for PFAS.

Zone 7 Water Agency—No PFAS have been detected above any Consumer Confidence Report Detection Level (CCRDL) in treated surface water supplies which is typically the majority of the total water delivered to customers.

There have been detections in the sampling of some of the groundwater wells in the local groundwater basin. In the instances where these contaminants have been sampled above response levels (RL) in Zone 7 wells, Zone 7 has taken steps to treat the contaminants to concentrations below the RL in all water delivered to customers.

Zone 7 is currently constructing water treatment facilities that utilize ion resin exchange to address PFAS at the Chain-of-Lakes and Stoneridge Well sites. Zone 7 has completed construction of PFAS treatment at the Stoneridge Well site. The Chain-of-Lakes Well site construction for PFAS treatment is expected to be completed in September 2024.

City of Pleasanton—In 2022, the City did detect PFAS in its Well 5, Well 6, and Well 8 groundwater supply sources. As of November 2022, none of the City’s wells were in regular use, and Wells 5 and 6 were deemed for emergency use only. The wells did not operate in 2023. For more information on PFAS visit www.PleasantonWater.com

PFAS tables continued on the next page>

ZONE 7 Water Agency Monitoring for PFAS**JANUARY-DECEMBER 2023 WATER QUALITY DATA** — Contaminants detected in treated water supply

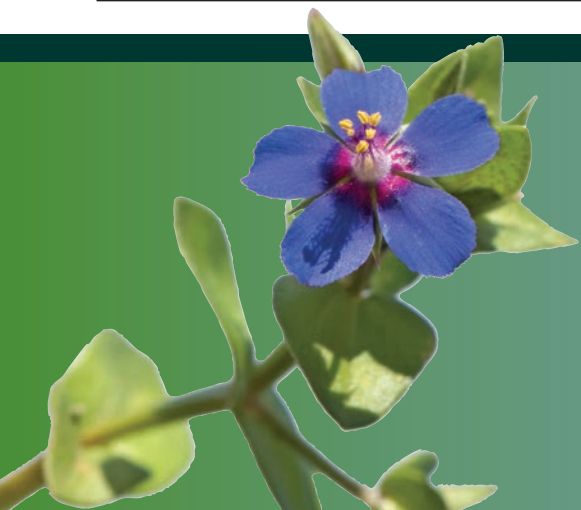
Per- and Polyfluoroalkyl Substances (PFAS) DRINKING WATER STANDARDS, established by the State Water Board

PFAS	Response Level	Notification Level	CCRDL	Surface Water		Groundwater		Sources
				Average	Range	Average	Range	
Perfluorobutanesulfonic Acid (PFBS) (ng/L)	5000	500	3	ND	NA	ND	ND-5	Various man-made sources
Perfluorooctane Sulfonic Acid (PFOS) (ng/L)	40	6.5	4	ND	NA	6	ND-27	Various man-made sources
Perfluorooctanoic Acid (PFOA) (ng/L)	10	5.1	4	ND	NA	ND	NA	Various man-made sources
Perfluorohexane Sulfonic Acid (PFHxS) (ng/L)	20	3	3	ND	NA	5	ND-21	Various man-made sources
Perfluorohexanoic Acid (PFHxA) (ng/L)	NA	NA	3	ND	NA	ND	ND-4	Various man-made sources

Abbreviations/Units: CCRDL = Consumer Confidence Report Detection Level (State Water Board established). ng/L = Nanograms per liter, NA = Not Applicable, ND = Monitored for but not detected at or above CCRDL.

Pleasanton Monitoring for PFAS**JANUARY-DECEMBER 2023 WATER QUALITY DATA** — Contaminants detected in treated water supply

PFAS	Well 5		Well 6		Well 8	
	Average (ng/L)	Range (ng/L)	Average (ng/L)	Range (ng/L)	Average (ng/L)	Range (ng/L)
PFBS	4.0	ND-4.8	4.3	ND-5.4	5.8	5.1-7.0
PFOS	14	11-18	18	3.5-26	26	19-34
PFOA	3.8	2.2-4.4	2.6	ND-3.3	3.1	2.4-3.6
PFHxS	12	10-13	16	4.8-18	22	18-29
PFHxA	3.2	2.6-4.0	2.8	ND-4.0	3.9	2.8-4.8



For further PFAS test result details, refer to the City of Pleasanton website at: www.PleasantonWater.com

8.

WATER HARDNESS

Naturally occurring calcium and magnesium cause water to be "hard." We measure hardness by the amount of calcium carbonate in the water, expressed either as milligrams per liter (mg/L) or grains per gallon (gpg). Our water ranges from 100mg/L to 450mg/L (6 gpg to 26 gpg) depending on the source of the water. If we are receiving only groundwater, the

water hardness measures on the high end (400-450mg/L or 23-26 gpg). Because our water is a variable blend of surface and groundwater, hardness changes throughout the year and by location in the city.

The City discourages customers from installing salt-regenerated water softeners because they add excess amounts of salt to our wastewater, which in turn increases the salinity of recycled water used for

irrigation. The salt in recycled water seeps back into our groundwater basin where it degrades the quality of our drinking water supply. Zone 7 operates a demineralization plant to remove salt from groundwater, but this is an expensive process. The more softened water that is used in the city, the higher the costs for all customers. If having soft water is important to you, please consider using an exchange tank service. An exchange

tank service company will install portable water softening tanks at your home and replace them on a regular schedule. The company disposes of the brine in the tanks under controlled conditions so it never enters the city's wastewater, recycled water, or groundwater basin.



For any further questions you may have regarding the City's water supplies or quality, you can contact us by visiting the City's website at www.PleasantonWater.com or calling 925-931-5500.

9.

WATER CONSERVATION TIPS, PROGRAMS & REBATES

Monitoring your own water use is now easier than ever. The Pleasanton Water Portal gives you 24/7 access to your water account. See hourly readings from your water meter, make online payments, see historic use, and sign up for automatic leak notification. Register for free at www.PleasantonWater.com

Rain or shine, water conservation is a way of life for California residents. Adopt the following habits for life-long water savings:

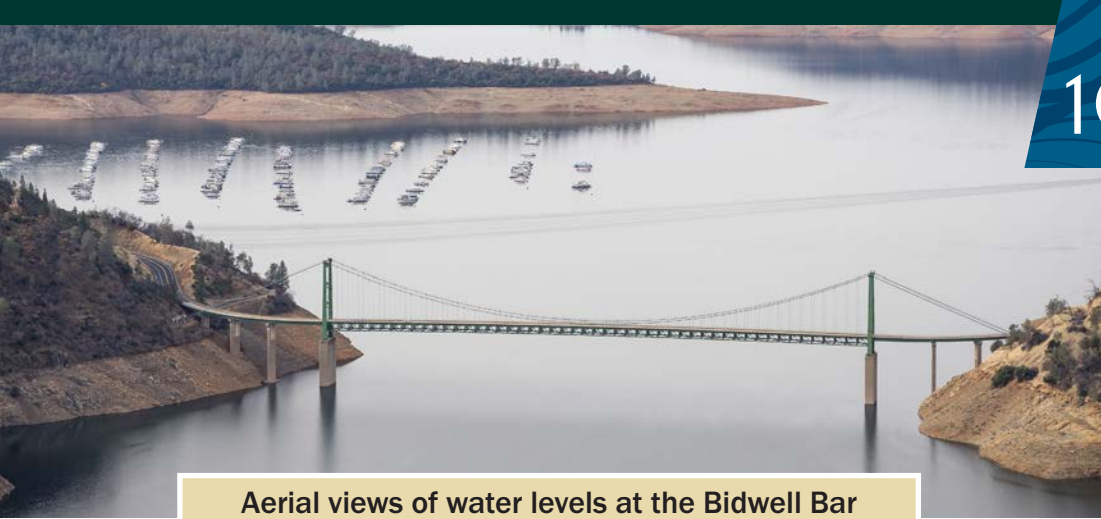
- Limit outdoor watering to no more than 1 day per week November through February, and 3 non-consecutive days per week March through October. Residents can participate in our free Controller Assistance Program to learn how to efficiently set your controller to water during warmer weather. Learn how to schedule your appointment at PleasantonWaterConservation.com
- Turn off the controller when rain is expected and keep it off for 48 hours after measurable rainfall.
- Use a broom rather than a hose to clean driveways, sidewalks, and other hardscapes.
- Eliminate water runoff from irrigation by shortening watering time and adding multiple watering cycles.
- Only water landscaping from 9 p.m. to 6 a.m. to reduce water loss from wind and evaporation.
- Wash cars, trucks, etc., only with a hose equipped with a shut-off nozzle – and remember – no water may enter the storm drain system (this includes the gutter).
- **CHECK FOR & FIX ALL** leaks in and around your home and/or business regularly; these include leaky toilets, faucets, showers, sprinklers, and valves. Sign up to monitor your water usage at www.PleasantonWater.com
- Shut off water while brushing your teeth, washing your hair, and shaving and save up to 500 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Install water-efficient devices, such as faucet aerators and showerheads.
- Take short showers – a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Keep your pool covered when it's not in use – this will significantly reduce water loss from evaporation.

Visit www.PleasantonWaterConservation.com for more helpful water conservation tips, programs and rebates.

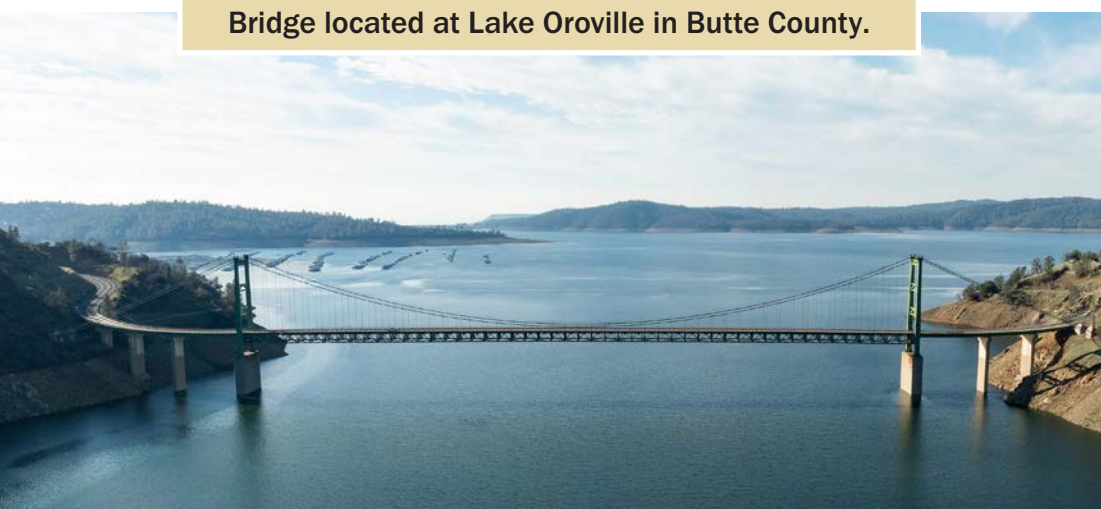


10.

PUBLIC INVOLVEMENT



Aerial views of water levels at the Bidwell Bar Bridge located at Lake Oroville in Butte County.



These two aerial photos show the big difference even a few weeks' precipitation can make to water levels at Bidwell Bar Bridge at Lake Oroville. The top photo was taken on December 14, 2023 when water storage was at 66% of total capacity. The bottom photo was taken on January 30, 2024 when water storage measured 77% of total capacity.

Before flowing to the Tri-Valley Area, water originates from the Feather River watershed, where it is stored behind the Oroville Dam. It is then released into the Sacramento River and the San Joaquin Delta, where it is eventually pumped into the South Bay Aqueduct system. Photos courtesy of California Department of Water Resources.

Zone 7, the Valley's water wholesaler, and the City of Pleasanton encourage citizens who would like to become involved in local water issues and water quality topics to attend Zone 7's regular board meetings. The meetings are held the third Wednesday of each month at 7:00 p.m. at the Zone 7 offices in Livermore at 100 North Canyons Parkway. These meetings are open to the public. Agendas and other pertinent information on these meetings are available on the Zone 7 website at www.zone7water.com. For further assistance, please refer to the contact information below:

Contact Information

Water Quality Information	925-931-5500
M-F 7:00 a.m.-4:00 p.m.	
pwd@cityofpleasantonca.gov	
<i>Para información en español, llamar al teléfono</i>	925-931-5500
Utility Billing Information/Water Conservation Material & Programs	925-931-5500
M-F 7:00 a.m.-4:00 p.m.	
Emergency Water Service	925-931-5500
M-F 7:00 a.m.-4:00 p.m.	
After hours and weekends, call Pleasanton Police Dispatch	925-931-5100
Zone 7 Water Agency	925-454-5000
M-F 8:00 a.m.-5:00 p.m.	
www.zone7water.com	
Alameda County Household Hazardous Waste Collection Sites	800-606-6606
M-F 8:30 a.m.-5:00 p.m.	
www.household-hazwaste.org	
EPA Safe Drinking Water Hotline	800-426-4791
www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline	
EPA National Radon Hotline	800-767-7236
www.sosradon.org	



For any further questions you may have regarding the City's water supplies or quality, you can contact us by visiting the City's website at www.cityofpleasantonca.gov or calling 925-931-5500.