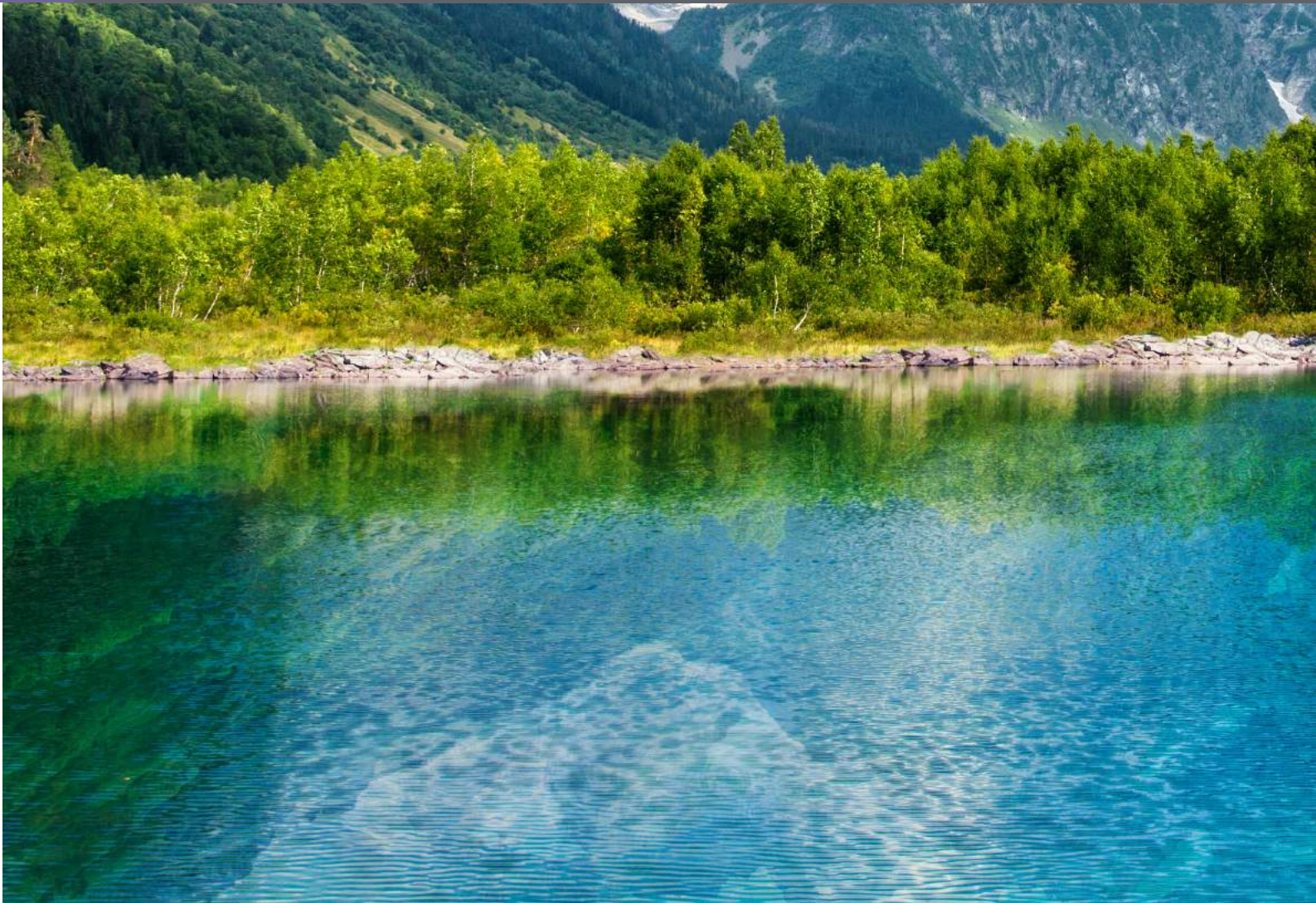




JUNE 2020

WATER QUALITY REPORT

Menlo Park Municipal Water





Our Drinking Water

MENLO PARK MUNICIPAL WATER

In 2019, Menlo Park Municipal Water supplied an average of 3.23 million gallons of water per day to more than 17,000 residents within two service areas; the upper zone and the lower zone (see Figure 1). The upper zone is located near Interstate 280 and includes the Sharon Heights area, and the lower zone is located east of El Camino Real. Other water providers within the City of Menlo Park are the California Water Service Bear Gulch District, O'Connor Tract Cooperative Water District, and Palo Alto Park Mutual Water Company.

Menlo Park Municipal Water is committed to providing its customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Each year, Menlo Park Municipal Water provides a summary of the water quality sampling results and other information through an annual water quality Consumer Confidence Report. This Report was prepared in accordance with the Federal Safe Drinking Water Act and the California State Water Resources Control Board's Division of Drinking Water requirements. In 2019, Menlo Park Municipal Water collected and tested more than 300 water quality samples to ensure that the water we provide to our customers meets State and Federal standards.

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 Yosemite National Park snowmelt flowing down the Tuolumne River to storage in Hetch Hetchy Reservoir. The well-protected Sierra water source is exempt from federal and State's filtration requirements. To meet the appropriate drinking water standards for consumption, water from Hetch Hetchy Reservoir receives treatment consisting of ultraviolet light and chlorine disinfection, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and chloramination for maintaining disinfectant residual and minimizing the formation of regulated disinfection byproducts.

Hetch Hetchy water is supplemented with surface water from local watersheds and upcountry non-Hetch Hetchy sources (UNHHS). Rainfall and runoff from the 35,000-acre Alameda Watershed in Alameda and Santa Clara counties are collected in Calaveras Reservoir and San Antonio Reservoir before delivery to the Sunol Valley Water Treatment Plant (SVWTP). Water at treatment plant is subject to filtration, disinfection,

FIGURE 1 - MENLO PARK MUNICIPAL WATER SERVICE AREA

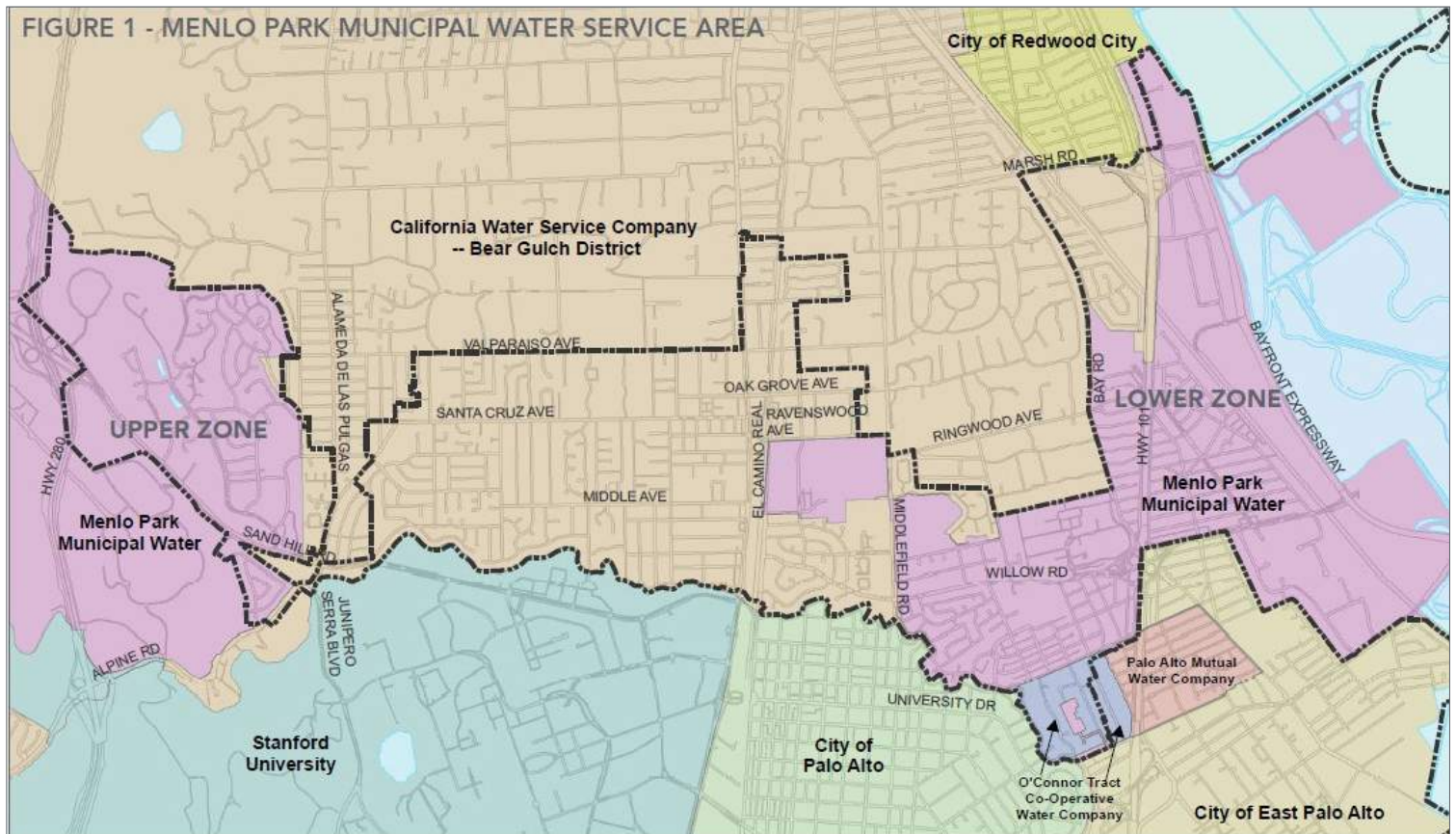
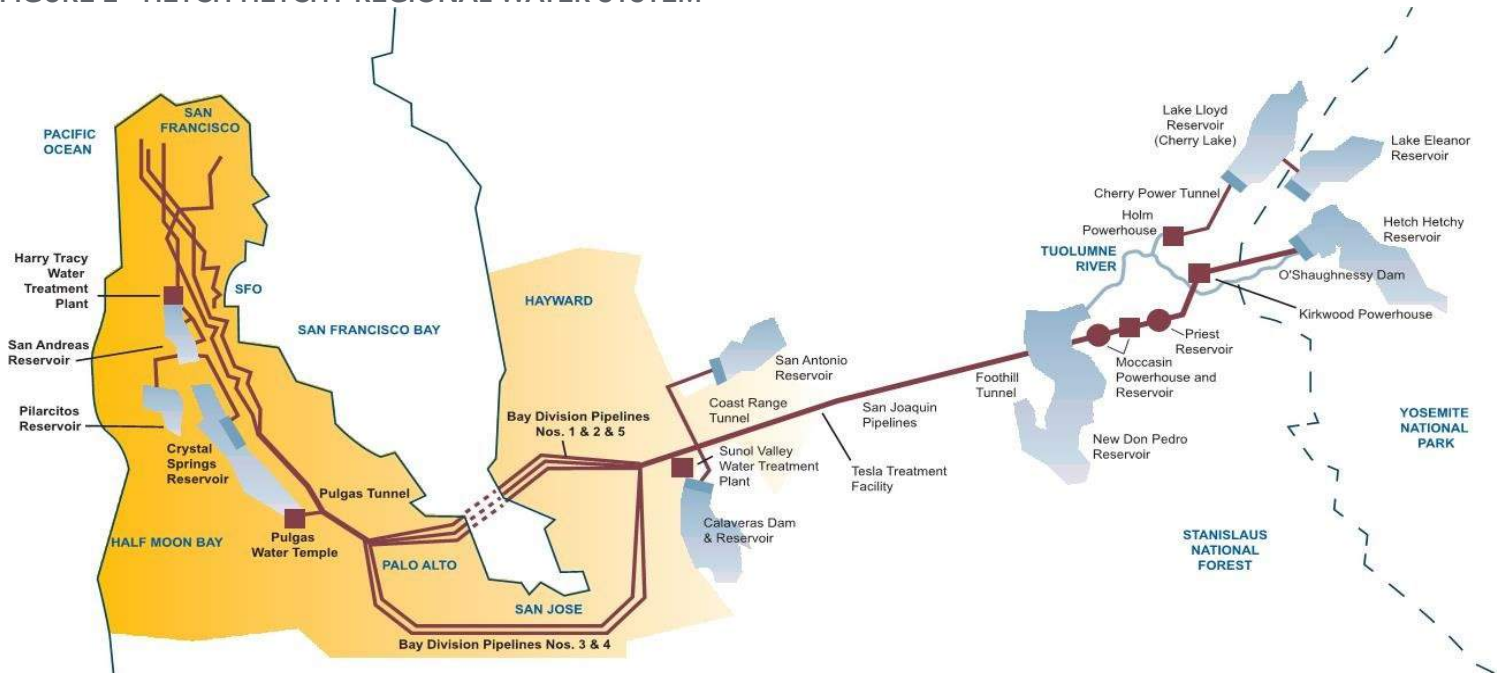


FIGURE 2 - HETCH HETCHY REGIONAL WATER SYSTEM



fluoridation, optimum corrosion control, and taste and odor removal. SFPUC did not use the UNHHS in 2019.

WATERSHEDS PROTECTION

The SFPUC conducts watershed sanitary surveys for the Hetch Hetchy source annually and the local water sources as well as UNHHS every five years. The latest local sanitary survey was completed in 2016 for the period of 2011-2015. The last watershed sanitary survey for UNHHS was conducted in 2015 as part of the SFPUC's drought response plan efforts. These surveys evaluate the sanitary conditions, water quality, potential contamination sources and the results of watershed management activities. With support from partner agencies including National Park Service and US Forest Service, these surveys identified wildlife, stock, and human activities as potential contamination sources. You may contact the San Francisco District office of SWRCB-DDW at 510-620-3474 for review of these reports.

WATER QUALITY

SFPUC regularly collects and tests water samples from reservoirs and designated sampling points throughout the sources and the transmission system to ensure the water delivered to you meets or exceeds federal and State drinking water standards. In 2019, SFPUC conducted more than 53,650 drinking water tests in the sources and the transmission system. This is in addition to the extensive treatment process control monitoring performed by SFPUC's 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 United States

Environmental Protection Agency (USEPA) and the SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

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 fluoride target level in the water is 0.7 milligram per liter (mg/L, or part per million, ppm), 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 Centers of Disease Control (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.



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.

DRINKING WATER AND LEAD

Exposure to lead, if present, can cause serious health effects in all age groups, especially for pregnant women and young children. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. Lead exposure among women who are pregnant increases prenatal risks. Lead exposure among women who later become pregnant has similar risks if lead stored in the mother's bones is released during pregnancy. Recent science suggests that adults who drink water containing lead have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We completed an inventory of lead user service line (LUSL) in our system and there are no known pipelines and connectors between water mains and meters made of lead. Our policy is to remove and replace any LUSL promptly if it is discovered during pipeline repair and/or maintenance. We are responsible for providing high quality drinking water, but we cannot control the variety of materials used in plumbing components. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified to remove lead from drinking water. If you are concerned about lead in your water you may wish to have your water tested, call 650-330-6750 for lead test. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.

Every three years, Menlo Park Municipal Water must take at least 30 lead and copper samples in order to meet the California Lead and Copper Rule. In August 2018, 32 residential water customers who met very specific requirements volunteered and took samples from their household taps. The 90th percentile results were below the lead and copper action levels. The next sampling is scheduled for summer 2021.

In January 2018, California Assembly Bill 746 added a section to the Cal. Health and Safety Code 116277, requiring water agencies to test for drinking water lead levels at all K-12 schools, preschools, and child day care facilities located on public school property by July 1, 2019. In early 2019, Menlo Park Municipal Water performed lead sampling at three schools that had not previously sampled for lead. Sampling locations included regularly used drinking fountains, cafeteria and food preparation areas and/or reusable water bottle filling stations. All results were below the lead action level. For lead results at a particular school, please contact the school directly.

QUINOLINE MONITORING

SFPUC conducted a special round of voluntary monitoring for the contaminant quinoline. The monitoring effort was part of SFPUC's assessment to identify if quinoline is a contaminant of concern in its water sources and/or transmission system. The monitoring results confirm that the raw water sources and transmission system have no quinoline detected.

MONITORING OF PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)

PFAS is a group of approximately 5,000 man-made chemicals used in a variety of industries and consumer products. These chemicals are very persistent in the environment and human body. SFPUC conducted a special round of PFAS monitoring of its water sources and transmission system in 2019. The monitoring effort was not under any Federal or State order/permit requirements; it was proactively conducted on a voluntary basis with the objective to identify if SFPUC's water supplies are impacted by PFAS. Using the State's stringent sampling procedures and based on the currently approved/certified method of analysis for 18 PFAS contaminants, SFPUC confirmed no PFAS was detected in its water sources and transmission system. Considering USEPA's recent development of a newer method of analysis for additional PFAS contaminants, SFPUC intends to conduct another round of monitoring when the new analytical method is available at its contract laboratory. For additional information about PFAS, visit SWRCB-DDW website www.waterboards.ca.gov/pfas and/or USEPA website www.epa.gov/pfas.

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 healthcare providers. USEPA/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.

KEY WATER QUALITY TERMS

The following are definitions of key terms referring to standards and goals of water quality noted on the 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. SFPUC regularly tests for this waterborne pathogen and found it at very low levels in source water and treated water in 2019. 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.

BORON DETECTION ABOVE NOTIFICATION LEVEL IN SOURCE WATER

In 2019, SFPUC detected boron at a level of 1.49 ppm in the raw water stored in Pond F3 East, one of SFPUC's approved sources in Alameda Watershed. A similar level was also detected in the same pond in 2017. Although the detected value is above the California Notification Level of 1 ppm for source water, the corresponding level in the treated water from the SVWTP was only 0.1 ppm. Boron is an element in nature, and is typically released into air and water when soils and rocks naturally weather.

Menlo Park Municipal Water Water Quality Data 2019⁽¹⁾

The table below lists all 2019 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. SFPUC holds a SWRCB-DDW monitoring waiver for some contaminants in its surface water supply and therefore the associated 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	0.3 -07 ⁽²⁾	[2.1]	Soil runoff
Filtered water from Sunol Valley Water Treatment Plant (SVWTP)	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 99.8% - 100%	[1] -	Soil runoff Soil runoff
Filtered water from Harry Tracy Water Treatment Plant (HTWTP)	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 100%	[0.1] -	Soil runoff Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total trihalomethanes	ppb	80	N/A	34.2 - 65	[49.2] ⁽⁴⁾	Byproduct of drinking water disinfection
Haloacetic acids	ppb	60	N/A	21.0 - 43.0	[36.3] ⁽⁴⁾	Byproduct of drinking water disinfection
Total organic carbon ⁽⁵⁾	ppm	TT	N/A	1.6 - 2.6	2.1	Various natural and man-made sources
MICROBIOLOGICAL						
Total coliform ⁽⁶⁾	# samples	> 1 sample per month is total coliform positive	(0)	-	-	Naturally present in the environment
<i>Giardia lamblia</i>	cyst/L	TT	(0)	0 - 0.09	0.02	Naturally present in the environment
INORGANICS						
Fluoride (source water) ⁽⁷⁾	ppm	2.0	1	ND - 0.9	0.3 ⁽⁸⁾	Erosion of natural deposits; water additive to promote strong teeth
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	2.7 - 2.9	[2.9] ⁽⁹⁾	Drinking water disinfectant added for treatment
CONSTITUENTS WITH SECONDARY STANDARDS						
Aluminum ⁽¹⁰⁾	ppb	200	600	ND - 68	ND	Erosion of natural deposits; some surface water treatment residue
Chloride	ppm	500	N/A	<3 - 17	8.7	Runoff / leaching from natural deposits
Color	Unit	15	N/A	<5 - 10	<5	Naturally-occurring organic materials
Specific conductance	µS/cm	1600	N/A	32 - 234	158	Substances that form ions when in water
Sulfate	ppm	500	N/A	1 - 29	15	Runoff / leaching from natural deposits
Total dissolved solids	ppm	1000	N/A	<20 - 119	76	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	ND - 0.5	0.2	Soil runoff

LEAD AND COPPER	UNIT	AL	PHG	RANGE	90TH PERCENTILE	MAJOR SOURCES IN DRINKING WATER
Copper	ppb	1300	300	ND - 73 ⁽¹¹⁾	36.8	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	ND - 9 ⁽¹²⁾	2.96	Internal corrosion of household water plumbing systems

OTHER WATER QUALITY PARAMETERS	UNIT	ORL	RANGE	AVERAGE
Alkalinity (as CaCO ₃)	ppm	N/A	3.5 - 97	46
Boron	ppb	1000 (NL)	ND - 107	ND
Calcium (as Ca)	ppm	N/A	3.3 - 20	12
Chlorate ⁽¹³⁾	ppb	800 (NL)	40 - 22	84
Chromium (VI) ⁽¹⁴⁾	ppb	N/A	0.04 - 0.19	0.12
Hardness (as CaCO ₃)	ppm	N/A	8.9 - 77	47
Magnesium	ppm	N/A	0.2 - 6.6	4.2
pH	-	N/A	8.8 - 10.1	9.3
Potassium	ppm	N/A	0.3 - 1.2	0.8
Silica	ppm	N/A	4.9 - 8	6.1
Sodium	ppm	N/A	2.8 - 21	14
Strontium	ppb	N/A	13 - 230	107

KEY	
< / ≤	= Less than / less than or equal to
AL	= Action level
Max	= Maximum
Min	= Minimum
N/A	= Not available
ND	= Non-detectable
NL	= Notification level
NoP	= Number of coliform-positive samples
NTU	= Nephelometric turbidity unit
ORL	= Other regulatory level
ppb	= Parts per billion
ppm	= Parts per million
µS/cm	= microSiemens/centimeter

FOOTNOTES:

- (1) All results met State and Federal drinking water health standards.
- (2) These are monthly average turbidity values measured every four (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 the Sunol Valley Water Treatment Plant (SVWTP) only.
- (6) For systems collecting <40 samples per month.
- (7) In May 2015, the State Water Resource Control Board (SWRCB) recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2019, the range and average of the fluoride levels were 0.2 ppm - 0.9 ppm and 0.7 ppm, respectively.
- (8) The natural fluoride level in the Hetch Hetchy supply was ND. Elevated fluoride levels in the SVWTP and Harry Tracy Water Treatment Plant (HTWTP) raw water were attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs.
- (9) This is the highest running annual average value.
- (10) Aluminum also has a primary MCL of 1,000 ppb.
- (11) The most recent Lead and Copper Rule monitoring was in 2018. Zero of 32 site samples collected at consumer taps had copper concentrations above the regulatory action level.
- (12) The most recent Lead and Copper Rule monitoring was in 2018. Zero of 32 site samples collected at consumer taps had lead concentrations above the regulatory action level.
- (13) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- (14) Chromium (VI) has a PHG of 0.02 ppb but no MCL. The previous MCL of 10 ppb was withdrawn by the SWRCB-DDW on September 11, 2017. Currently, the SWRCB-DDW regulates all chromium through a MCL of 50 ppb for Total Chromium, which was not detected in our water in 2019.

NOTE: Unregulated Chemicals (UCMR4) were sampled in July 2018 and October 2018. For a copy of the sampling results, email water@menlopark.org or call 650-330-6750.

EMERGENCY WATER SUPPLY PROGRAM

Menlo Park Municipal Water purchases all of its water supply from the SFPUC RWS. The Emergency Water Storage/Supply Project intends to provide a backup water supply to the Lower Zone, which lacks emergency storage, in the event water from the SFPUC RWS is reduced or unavailable. The project will provide a total capacity of up to 3,000 gpm, or approximately 4.32 mgd, between two to three wells at separate locations. The project began in 2010 and completed site screening, site ranking, and detailed engineering and hydrologic evaluation in 2013, including extensive community engagement.

The City selected the Corporation Yard at 333 Burgess Drive for the first well, completed the CEQA evaluation in 2016, and drilled the well in 2017. Construction of the well facilities began in September 2019 and is anticipated to be complete in June 2020. Planning for the second and third wells is ongoing. Visit menlopark.org/emergencysupplywells for more details.

WATER CONSERVATION REGULATIONS CONTINUE

Please conserve water! The following regulations are still in effect for Menlo Park Municipal Water customers even though we are not currently in a drought. Visit menlopark.org/drought for more information.

1. Hoses must be equipped with a shut-off valve for washing vehicles, sidewalks, walkways, or buildings.
2. Broken or defective plumbing and irrigation systems must be repaired or replaced within a reasonable period.
3. Recreational water features shall be covered when not in use.
4. Ornamental fountains shall use only re-circulated or recycled water.
5. Single-pass cooling systems on new construction shall not be allowed.
6. Potable water shall not be applied in any manner to any driveway, sidewalk, or other hard surface except when necessary to address immediate health or safety concerns
7. Potable water shall not be used to water outdoor landscapes in a manner that causes runoff onto non-irrigated areas, walkways, roadways, parking lots, or other hard surfaces.
8. Potable water cannot be applied to outdoor landscapes during and up to 48 hours after measurable rainfall.
9. Potable water shall not be used to irrigate ornamental turf on public street medians.
10. Hotels and motels shall provide guests an option whether to launder towels and linens daily. Hotels and motels shall prominently display notice of this option in each bathroom using clear and easily understood language.
11. Restaurants and other food service operations shall serve water to customers only upon request.

To report a water waster, please complete the form at menlopark.org/waterwaste, or call 650-330-6750, and the City will investigate further.

LANDSCAPE ANALYSIS PROGRAM

A free landscape analysis program is offered to commercial and multifamily customers. An irrigation expert will evaluate your site and provide you with a personalized report on how you can improve water efficiency or save on water costs. Limited funding is available per year, and appointments are set up based on a first-come, first-served basis. Please call 650-330-6750 to schedule an audit.

SMART CONTROLLER PROGRAM

The City of Menlo Park has partnered with BAWSCA to offer an exclusive rebate on the purchase of the Rachio 3 Smart Irrigation Controller. The goal of this program is to increase residential outdoor water use efficiency. Check your eligibility and sign up today at <https://bawasca.rachio.com/> With a Rachio 3 Smart Irrigation Controller, customers can:

- Can save up to 50% of your outdoor water use
- Costs you just \$100 plus sales tax (up to a \$270 retail value)
- Is compatible with almost any irrigation system—just swap out your old controller and continue using your existing pipes and sprinkler heads
- Calculates when and how long to run your sprinklers
- Adjusts to local weather conditions
- Allows you to control your sprinklers from anywhere with your mobile device
- Easily connects to Amazon Alexa, Google Assistant, Apple Homekit, Nest, and more

LAWN BE GONE (TURF REPLACEMENT PROGRAM)

Menlo Park Municipal Water is offering a rebate of up to \$2 per square foot to customers opting to convert their water-intensive lawn into a water-efficient landscape. To receive the rebate, you must submit an application and receive a Notice to Proceed before removing your lawn. Don't miss out on this innovative landscaping program that replaces traditional lawns with modern, eco-friendly plants, flowers and landscape elements.

Program Information:

- A minimum of 200 square feet of lawn must be converted
- Pre- and post-conversion inspections are required
- The converted area must contain low water-use plants
- Fill out the Lawn Be Gone application: a notice to proceed will be provided prior to you starting your conversion
- Mail in your application to:
BAWSCA
155 Bovet Rd., Suite 650
San Mateo, CA 94402

For more information about the program, visit <http://bayareaconservation.org/rebates/lawn>



MONITORED CONTAMINANTS WITHOUT A PRIMARY MCL

Every five years, the USEPA issues a new list of up to 30 unregulated contaminants to be monitored by public water systems. Unregulated Contaminant Monitoring Rule 4 (UCMR4) monitoring must occur between 2018-2020 and includes cyanotoxins, metals, pesticides, brominated haloacetic acid [HAA] disinfection byproducts, alcohols, and semivolatile organic chemicals. Menlo Park Municipal Water has completed two of the three monitoring requirements and is on schedule to complete the last monitoring requirement this year. These contaminants are not currently regulated and do not have primary maximum contaminant levels (MCLs). Any detected contaminants are shown in the table below.

The UCMR program provides the USEPA with data on the occurrence of particular contaminants in drinking water, the number of people potentially being exposed and an estimate of the levels of that exposure. The UCMR data will help the USEPA determine whether to develop a national primary drinking water regulation.

UCMR4 DETECTED CONTAMINANTS	UNIT	MCL	PHG OR (MCLG)	RANGE OR LEVEL FOUND	AVERAGE OR (MAX)	MAJOR SOURCES IN DRINKING WATER
HALOACETIC ACIDS						
HAA5 ⁽¹⁾	ppb	N/A	N/A	22.06 - 35.86	31.2	Disinfectant by-product
HAA6Br ⁽¹⁾	ppb	N/A	N/A	ND - 3.48	1.1	Disinfectant by-product
HAA9 ⁽¹⁾	ppb	N/A	N/A	22.06 - 39.86	32.1	Disinfectant by-product
METALS						
Manganese ⁽¹⁾	ppb	50 ⁽²⁾	N/A	5.51 - 16.7	9.3	Naturally-occurring element
OTHER SEMIVOLATILE CHEMICALS						
Quinoline ⁽¹⁾	ppb	N/A	N/A	0.021 - 0.031	0.03	Used as a pharmaceutical and flavoring agent

FOOTNOTES:

(1) Samples were collected between July 2018 and April 2019.

(2) Manganese has a secondary MCL.

CURRENT WATER RATES

The table below shows the current water rates for Menlo Park Municipal Water. Visit menlopark.org/waterrates for more information.

WATER CONSUMPTION CHARGE ⁽¹⁾	
Tier 1: 0 - 6 ccf	\$5.57 per ccf
Tier 2: Over 6 ccf	\$7.98 per ccf
WATER CAPITAL SURCHARGE	
All Usage	\$1.50 per ccf
MONTHLY FIXED METER (BASED ON METER SIZE)	
5/8" & 3/4"	\$28.21
1"	\$47.03
1-1/2"	\$94.05
2"	\$150.46
3"	\$282.14
4"	\$471.15
6"	\$940.45
8"	\$1,504.70
10"	\$2163.01
MONTHLY FIXED UNMETERED FIRE CHARGE (BASED ON FIRE SERVICE SIZE)	
1-1/2"	\$16.93
2"	\$27.08
3"	\$50.79
4"	\$84.81
6"	\$169.28
8"	\$270.85
10"	\$389.34
12"	\$727.90
DROUGHT SURCHARGES ⁽²⁾	
Stage 1: No drought	No surcharge
Stage 2: Up to 10% conservation goal	\$0.36
Stage 3: Up to 20% conservation goal	\$0.85
Stage 4: Up to 30% conservation goal	\$1.48
Stage 5: Up to 50% conservation goal	\$3.50

FOOTNOTES:

(1) 1 ccf (hundred cubic feet) = 748 gallons

(2) The City Council adopted Stage 1 of the 2015 Water Shortage Contingency Plan in May 2017.

CORONAVIRUS COVID-19 UPDATE

Due to the COVID-19 pandemic, the City of Menlo Park will not be charging any late fees or disconnecting water services while the County's shelter in place order is in effect. If you are concerned about paying off your bill, we encourage you to contact customer service to set up a payment plan.

AVOID FEES - PAY YOUR WATER BILL ON TIME

Water customers are responsible to ensure that monthly payments are paid on time to avoid penalties, additional fees, and to prevent possible disconnection of service. There are several payment options available as shown in the table below.

- BY PHONE – Call 844-463-6567
Monday–Friday 7:30 am–5:30 pm to pay by credit/debit cards**, e-check, or set up automatic payment
- ONLINE – at <https://menloparkca.myutilitydirect.com/> to pay by credit card**, e-check, and set up automatic payments

**Credit/debit card payments incur a 3% convenience fee

Utility statements are due and payable upon receipt. Please pay your monthly water bill on time to avoid penalties and fees. Past due accounts will incur additional fees (1.5%) and charges per the City's Policy (available at menlopark.org/water).

Customers with past due water bills that are more than 60 days old may be disconnected for non-payment and a reconnection fee may apply. To prevent disconnections, customers may qualify for a payment arrangement, or remit payment at least 1 business day prior to the scheduled disconnection date. Prior to restoring service, customer must pay the full account balance plus a reconnection fee (\$108 for next day service during business hours, or \$270 for same day, evening or weekend service).

If you have any additional questions regarding payment arrangements or deferred payments, contact customer service at 844-463-6567 or email menloparkca@myutilitydirect.com.



WATER LEAKS

If you think you have a water leak, follow these steps to determine if you have a water leak:

- Turn off all faucets and water-using appliances
- Locate your water meter and lift the cover to see the meter dial
- If the needle is moving, you have a leak
- If the needle appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape
- Keep the water off. Wait at least 15-30 minutes
- Reread the meter gauge or check the needle location again. If the needle has moved, you could possibly have a leak somewhere in your system
- If you have a leak, contact a plumber or leak detection agency to find the source

To determine if your leak is inside or outside your house:

- Shut off the main water valve to the inside of your house
- Return to the water meter and lift the cover to see the meter dial
- If the needle appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape
- Keep your water off and wait at least 15-30 minutes
- If the needle has moved and the water is shut off to the house, you have a leak somewhere outside of the house
- If the meter has not moved and the water to the house is shut off, your leak is somewhere inside the house

If you have a water leak, customers may submit a Water Leak Credit Application to water@menlopark.org within 60 days from the bill date and provide documentation that the leak has been identified and repaired. Shutting off the source of the leak is not considered a repair, and undetermined or general high water consumption is not eligible for adjustment. Adjustments may not exceed fifty percent (50%) of the excess consumption charge and water service shall not be discontinued while the application is pending.

URBAN WATER MANAGEMENT PLAN

The Urban Water Management Plan is developed every five years and addresses changing conditions related to water sources, water availability, water demands, and water reliability for the next 20 years. It includes a Water Shortage Contingency Plan which outlines the urban water supplier's response and plan for changes or shortages in water supplies. The 2015 Urban Water Management Plan is available at menlopark.org/urbanwatermanagementplan. Menlo Park Municipal Water is in the process of developing the 2020 Urban Water Management Plan, which will be completed by July 1, 2021.

WATER SYSTEM MASTER PLAN

Menlo Park Municipal Water completed the Water System Master Plan in April 2018. The Plan provides a comprehensive evaluation of the water distribution system, recommends a 25 year capital improvement program, and strategizes planning and budgeting efforts in order to maintain a high level of distribution reliability and efficiency under current water demands, future growth, and emergency situations. The Plan is available at menlopark.org/watermasterplan.

ROOF REPLACEMENT PROJECT AT SAND HILL RESERVOIR NO. 2

In February 2019, Menlo Park Municipal Water began the design to replace the roof at Sand Hill Reservoir No. 2 located at 3650 Sand Hill Road. The project will remove the existing mineral roof system and superstructure and install a new roof system in addition to installing mixers in both Reservoir No. 1 and Reservoir No. 2 to improve water quality. The design is anticipated to be completed by June 2020 with construction anticipated to begin in October 2020 and completed by May 2021.



STORMWATER MASTER PLAN

The City of Menlo Park is updating the City's Stormwater Master Plan, which includes a study of City storm drain infrastructure. The purpose of the plan is to recommend Capital Improvement Projects and priorities to maintain the City's storm drain infrastructure and reduce flooding in flood prone areas. The plan is targeted to be completed by summer of 2021.

WATER POLLUTION PREVENTION - KEEP OUR STORM SYSTEM CLEAN

The City's storm drains flow directly to the San Francisco Bay impacting our water, fish and wildlife. It is important to keep debris away from storm drain inlets. The three main types of stormwater pollutants are:

- Litter (e.g. cans, paper, plastic bags, and cigarette butts)
- Chemicals (e.g. detergents, automotive fluids, and fertilizers)
- Organic waste (e.g. leaves, lawn and garden clippings, and animal excrement)

Follow these tips to help reduce pollution and dispose of items properly:

- Clean up automotive leaks and keep your vehicle in good working order
- Dispose of cigarette butts and litter properly
- Dispose of hazardous waste properly
- Wash cars at the car wash
- Install more pervious surface
- Keep storm drains clear of debris
- Pick up after your pet
- Use less toxic cleaners and pesticides
- Find a paint drop off site
- Find a motor oil and filter recycling location
- Find a cooking oil recycling location
- Visit www.flowstobay.org/toxic for more information about household hazardous waste

If you notice waste dumped illegally in or near the storm drains or in the public right of way, complete the illicit discharge form at menlopark.org/illicitdischarge, or call 650-330-6750, and the City will investigate further.

For more information about the stormwater system, contact the City at stormwater@menlopark.org or 650-330-6750.



Menlo Park Municipal Water
701 Laurel St.
Menlo Park CA 94025

CONTACT US

- water@menlopark.org
- 650-330-6750

Billing:

- 844-463-6567
- <https://menloparkca.myutilitydirect.com/customerportal/>

Maintenance:

- 650-330-6780
Monday–Thursday, 7:30 am–4:30 pm, and alternate Fridays, 8:00 am–5:00 pm
- 650-330-6300
After hours, weekends, and holidays

GET INVOLVED

We invite your input on important water issues. For information about upcoming public meetings, visit menlopark.org/publicmeetings.



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

Este informe contiene información muy importante sobre agua potable. Tradúzcalo o hable con alguien que lo interprete.