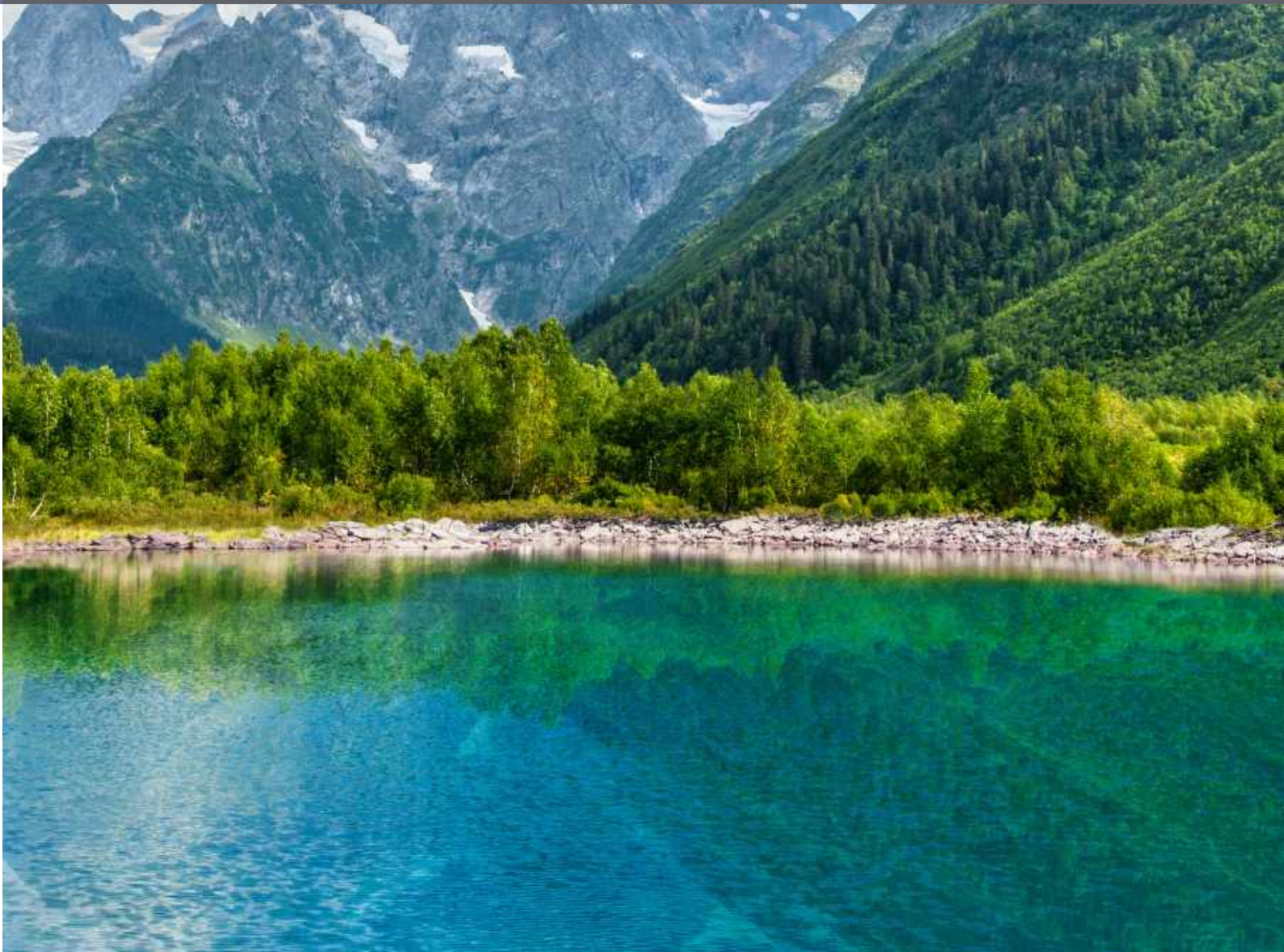




2021 WATER QUALITY REPORT

Menlo Park Municipal Water





Our drinking water

MENLO PARK MUNICIPAL WATER

In 2021, Menlo Park Municipal Water supplied an average of 2.56 million gallons of water per day to more than 19,000 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 (State Water Board-DDW) requirements. In 2021, 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

Menlo Park Municipal Water's drinking water supply comes from the San Francisco Regional Water System, which is a wholesaler owned and managed by the San Francisco Public Utilities Commission. The supply consists of surface water that is well protected and carefully managed by the San Francisco Public Utilities Commission. These sources are diverse in both origin and location, with the surface water stored in reservoirs

located in the Sierra Nevada, Alameda County, and San Mateo County. Maintaining this variety of sources is an important component of the San Francisco Public Utilities Commission's near- and long-term water supply management strategy. A diverse mix of sources protects Menlo Park Municipal Water from potential disruptions due to emergencies or natural disasters, provides resiliency during periods of drought, and helps Menlo Park Municipal Water ensure a long-term, sustainable water supply as Menlo Park Municipal Water addresses issues such as climate uncertainty, regulatory changes, and population growth.

To meet drinking water standards for consumption, all surface water supplies including the upcountry non-Hetch Hetchy sources undergo treatment by the San Francisco Public Utilities Commission before it is delivered. Water from Hetch Hetchy Reservoir is exempt from federal and State filtration requirements but receives the following treatment: disinfection using ultraviolet light and chlorine, 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. Water from local Bay Area reservoirs in Alameda County and Upcountry non-Hetch Hetchy sources is delivered to Sunol Valley Water Treatment Plant; whereas water from local reservoirs in San Mateo County is delivered to Harry Tracy Water Treatment Plant. Water treatment at these plants consist of filtration, disinfection, fluoridation, optimum corrosion control, and taste and odor removal.

In 2021, no upcountry non-Hetch Hetchy sources water was used. However, a small amount of groundwater from four wells was added to the San Francisco Public Utilities Commission's surface water supply through blending in the transmission pipelines.

FIGURE 1 - MENLO PARK MUNICIPAL WATER SERVICE AREA

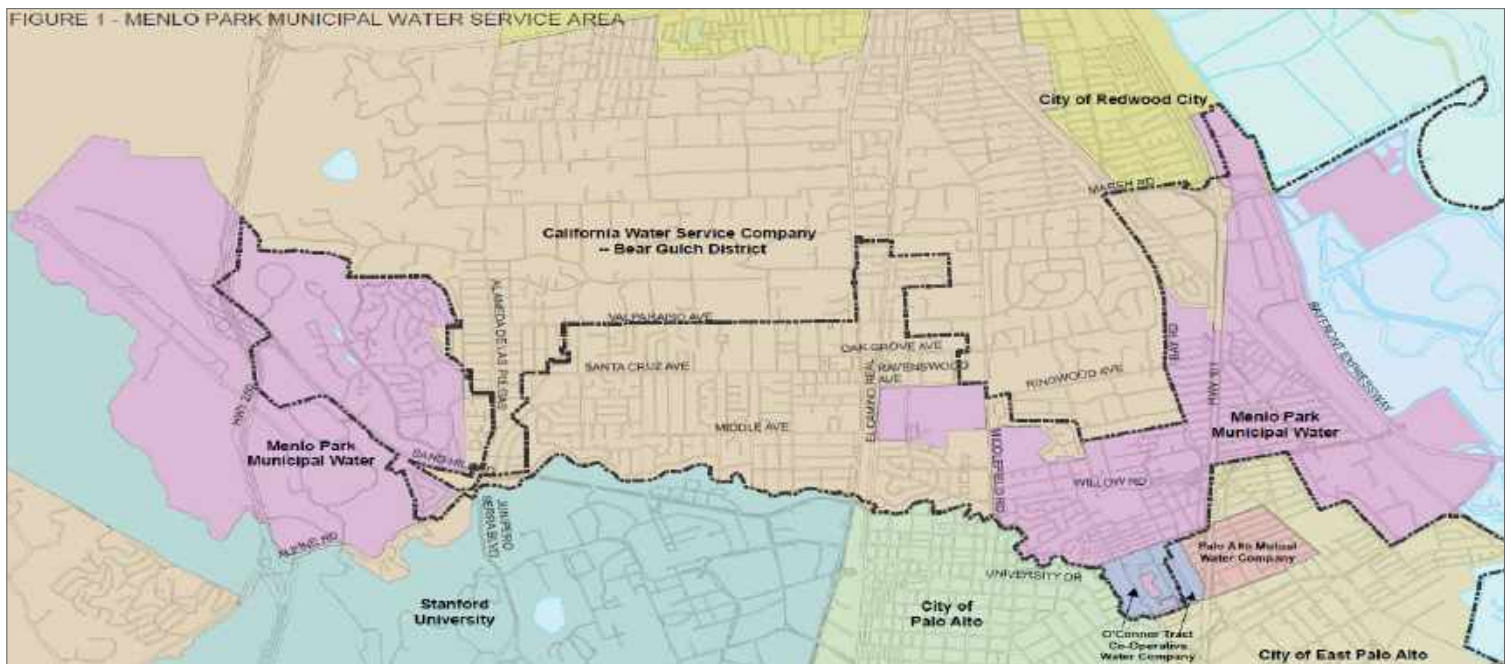


FIGURE 2 - HETCH HETCHY REGIONAL WATER SYSTEM



WATERSHEDS PROTECTION

The San Francisco Public Utilities Commission conducts watershed sanitary surveys for the Hetch Hetchy source annually and for non-Hetch Hetchy surface water sources every five years. The latest sanitary surveys for the non-Hetch Hetchy watersheds were completed in 2021 for the period of 2016-2020. All these surveys, together with San Francisco Public Utilities Commission's stringent watershed protection management activities were completed with support from partner agencies including National Park Service and US Forest Service. The purposes of the surveys are to evaluate the sanitary conditions and water quality of the watersheds and to review results of watershed management activities conducted in the preceding years. Wildfire, wildlife, livestock, and human activities continue to be the potential contamination sources. You may contact the San Francisco District office of the State Water Board-DDW at 510-620-3474 for the review of these reports.

WATER QUALITY

Together with the San Francisco Public Utilities Commission, we regularly collect and test water samples from reservoirs and designated sampling points throughout the system to ensure the water delivered to you meets or exceeds federal and State drinking water standards. In 2021, the San Francisco Public Utilities Commission conducted more than 48,320 drinking water tests in the sources and the transmission system. This is in addition to the extensive treatment process control monitoring performed by San Francisco Public Utilities Commission'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. To ensure

that tap water is safe to drink, the United States Environmental Protection Agency and the State Water Board 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 safe and effective for preventing and controlling tooth decay. Our 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 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, tooth paste and dental products.

Contact your healthcare provider or State Water Board-DDW if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the State Water Board-DDW website waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation, or the CDCI website 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 United States Environmental Protection Agency's Safe Drinking Water Hotline 800-426-4791, or at epa.gov/safewater.

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. United States Environmental Protection Agency/Centers of Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the United States Environmental Protection Agency's Safe Drinking Water Hotline 800-426-4791 or at epa.gov/safewater.

Menlo Park Municipal Water maintains a list of customers who have a medical need for water. Customers can demonstrate a medical need for water if they can provide a written certification from their primary care provider that discontinuation of water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where water service is provided. To request that we add you to our list, please send your name and address, water account number, and written certification from your primary care provider to water@menlopark.org.

MONITORING OF PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)

PFAS is a group of approximately 5,000 man-made, persistent chemicals used in a variety of industries and consumer products. In 2021, San Francisco Public Utilities Commission conducted a second round of voluntary monitoring using a newer analytical method adopted by the USEPA for several other PFAS contaminants. No PFAS were detected above the State Water Board's Consumer Confidence Report Detection Levels in surface water and groundwater sources. For additional information about PFAS, you may visit the State Water Board website waterboards.ca.gov/pfas, PFAS factsheet on sfpub.org, and/or United States Environmental Protection Agency website epa.gov/pfas.

STATE REVISED TOTAL COLIFORM RULE

This report reflects changes in drinking water regulatory requirements during 2021, in which the State Water Board adopted California version of the federal Revised Total Coliform Rule. The revised rule, effective on July 1, 2021, maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and *E. coli* bacteria). Greater public health protection is anticipated, as the revised rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

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. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can 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. Menlo Park Municipal Water completed an inventory of lead user service lines (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. Menlo Park Municipal Water is responsible for providing high quality drinking water and removing lead pipes, but we cannot control the variety of materials used in plumbing components in your home. 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 tap water, 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 by an American National Standards Institute accredited certifier to remove lead from drinking water. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at the United States Environmental Protection Agency website [epa.gov/safewater/lead](https://www.epa.gov/safewater/lead).

LEAD AND COPPER TAP SAMPLING

Every three years, Menlo Park Municipal Water must take at least 30 lead and copper samples in order to meet California's Lead and Copper Rule. In August 2021, 34 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. Refer to the water quality data table insert in this report for a summary of these results. The next sampling is scheduled for summer 2024.

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 United States Environmental Protection Agency.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs or MCLGs as is economically and technologically feasible. 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: A parasitic microbe found in most surface water. The San Francisco Public Utilities Commission regularly tests for this waterborne pathogen and found it at very low levels in source water and treated water in 2021. However, current test methods approved by the United States Environmental Protection Agency 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.

Menlo Park Municipal Water

Water Quality Data 2021⁽¹⁾

This report is a snapshot of the water quality for the 2021 calendar year. The tables below list detected contaminants in Menlo Park Municipal Water's drinking water and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accordance with regulatory guidance. The wholesaler holds a State Water Board monitoring waiver for several contaminants in the surface water supply and therefore their monitoring frequencies are less than annual.

DETECTED CONTAMINANTS	UNIT	MCL/TT	PHG OR (MCLG)	RANGE OR LEVEL FOUND	"AVERAGE OR [MAX]"	TYPICAL SOURCES IN DRINKING WATER
TURBIDITY						
Unfiltered Hetch Hetchy water	NTU	5	N/A	0.2 - 0.4 ⁽²⁾	[3.3]	Soil runoff
Filtered water from Sunol Valley Water Treatment Plant	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 99.8% - 100%	[0.4] -	Soil runoff Soil runoff
Filtered water from Harry Tracy Water Treatment Plant	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 100%	[0.2] -	Soil runoff Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total trihalomethanes	ppb	80	N/A	25.4 - 39.4	[37.1] ⁽⁴⁾	Byproduct of drinking water disinfection
Five Haloacetic Acids	ppb	60	N/A	17.0 - 39.6	[28.9] ⁽⁴⁾	Byproduct of drinking water disinfection
Bromate	ppm	10	0.1	ND - 1.9	[2.1] ⁽⁵⁾	Byproduct of drinking water disinfection
Total Organic Carbon ⁽⁶⁾	ppm	TT	N/A	1.2 - 2.2	1.8	Various natural and man-made sources
MICROBIOLOGICAL						
Total coliform ⁽⁷⁾	-	> 1 sample per month is total coliform positive	(0)	-	[1]	Naturally present in the environment
Fecal coliform and E. coli	-	0 positive sample	(0)	-	[0]	Human or animal fecal waste
<i>Giardia lamblia</i>	cyst/L	TT	(0)	0 - 0.04	0.01	Naturally present in the environment
INORGANICS						
Fluoride (source water) ⁽⁹⁾	ppm	2.0	1	ND - 0.8	0.4 ⁽¹⁰⁾	Erosion of natural deposits; water additive to promote strong teeth
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	2.3 - 3.1	[2.9] ⁽⁵⁾	Drinking water disinfectant added for treatment
CONSTITUENTS WITH SECONDARY STANDARDS						
Chloride	ppm	500	N/A	< 3 - 11	6.7	Runoff / leaching from natural deposits
Specific conductance	µS/cm	1600	N/A	32 - 217	135	Substances that form ions when in water
Sulfate	ppm	500	N/A	1.1 - 29	13	Runoff / leaching from natural deposits
Total dissolved solids	ppm	1000	N/A	< 20 - 96	52	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	ND - 0.2	ND	Soil runoff

LEAD AND COPPER	UNIT	AL	PHG	RANGE	90TH PERCENTILE	TYPICAL SOURCES IN DRINKING WATER
Copper	ppb	1300	300	ND - 53 ⁽¹¹⁾	ND	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	ND - 23 ⁽¹²⁾	ND	Internal corrosion of household water plumbing systems

NON-REGULATED WATER QUALITY PARAMETERS	UNIT	ORL	RANGE	AVERAGE
Alkalinity (as CaCO ₃)	ppm	N/A	4.5 - 79	37
Boron	ppb	1000 (NL)	ND - 123	ND
Calcium (as Ca)	ppm	N/A	3 - 17	9.5
Chlorate ⁽¹³⁾	ppb	800 (NL)	28 - 420	162
Hardness (as CaCO ₃)	ppm	N/A	7.7 - 60	34
Magnesium	ppm	N/A	< 0.2 - 5.5	2.9
pH	-	N/A	8.6 - 9.7	9.2
Phosphate (ortho)	ppm	N/A	< 0.3 - 0.3	< 0.3
Potassium	ppm	N/A	0.1 - 1.1	0.7
Silica	ppm	N/A	3 - 5.9	4.8
Sodium	ppm	N/A	3.1 - 17	12
Strontium	ppb	N/A	14 - 181	83

KEY	
>	= Greater 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
pCi/L	= Picocurie per liter
ppb	= Parts per billion
ppm	= Parts per million
µS/cm	= microSiemens per 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) This is a TT requirement for filtration systems.
- (4) This is the highest locational running annual average value.
- (5) This is the highest running annual average value.
- (6) 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 only.
- (7) Systems collecting < 40 coliform samples monthly should report the highest number (not the percentage) of total coliform positive samples collected in any one month. This MCL was no longer in effect on July 1, 2021.
- (8) The MCL was changed to E. coli based starting on July 1, 2021 when the State Revised Total Coliform Rule became effective.
- (9) The SWRCB recommended an optimal fluoride level of 0.7 ppm be maintained in the treated water. In 2021, the range and average of the fluoride levels were 0.6 ppm - 0.9 ppm and 0.7 ppm, respectively.
- (10) Natural fluoride in the Hetch Hetchy source was ND. Elevated fluoride levels in raw water at the Sunol Valley Water Treatment Plant and Harry Tracy Water Treatment Plant were attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs.
- (11) The most recent Lead and Copper Rule monitoring was in 2021. Zero of 34 site samples collected at consumer taps had copper concentrations above the AL.
- (12) The most recent Lead and Copper Rule monitoring was in 2021. 1 of 34 site samples collected at consumer taps had lead concentrations above the AL.
- (13) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the San Francisco Public Utilities Commission for water disinfection.

NOTE: Additional water quality data may be obtained by calling Menlo Park Municipal Water at 650-330-6750.

Drought restrictions and water conservation

With California experiencing its second consecutive dry year, Menlo Park Municipal Water reminds customers that now is the time to prioritize drought planning and water conservation.

On May 24, 2022, the City Council declared a Stage 2 drought emergency that asks all Menlo Park Municipal Water customers reduce water use up to 20% compared to their water use in fiscal year 2019-2020.

Additionally, moving to Stage 2 of the Water Shortage Contingency Plan means that customers are required to limit their irrigation watering to two days a week.

Drought restrictions may have changed since the printing of this document in June 2022. Visit menlopark.org/drought for up-to-date information.

Keep in mind that depending on where you live, you might not be in the Menlo Park Municipal Water service area. The City of Menlo Park is also served by the Cal Water Bear Gulch District and a few other smaller water districts, whose restrictions may be slightly different.

OUTDOOR WATER-USE RESTRICTIONS

- Irrigating outdoor ornamental landscapes or turf with potable water is limited to no more than two days per week according to the schedule below
- Hand watering must be with an automatic shut-off nozzle or device attached
- Irrigating outdoor landscapes is prohibited between the hours of 8 a.m.–6 p.m.; however, these irrigation restrictions do not apply to:
 - Hand watering with a bucket or similar container, with the continuously monitored hose that is fitted with an automatic shut-off nozzle or similar device
 - Adjusting or repairing an irrigation system

TWO-DAY IRRIGATION SCHEDULE

STREET ADDRESS	WATERING DAYS
Odd street address	Tuesday and Saturday
Even street address	Wednesday and Sunday
No street address	Wednesday and Sunday

To report a water waster, visit SaveWater.ca.gov, and the City will investigate further.

Visit menlopark.org/drought for more information.

PROHIBITIONS

- Applying water to outdoor landscapes that cause more than incidental runoff
- Washing vehicles without an automatic shut-off nozzle
- Washing impervious areas unless it addresses an immediate health and safety need
- Irrigating turf and ornamental landscapes within 48 hours of measurable rainfall (1/4" of rainfall) – this does not apply to trees
- Using/filling/topping off decorative fountains, lakes, or ponds with potable water unless pumps recirculate water
- Irrigating turf on public medians
- Using potable water for street cleaning or construction site preparation unless no other method is available or as needed to protect the health and safety of the public
- Using potable water to irrigate non-functional turf at commercial, industrial and institutional sites. "Non-functional turf" is turf that is solely ornamental and not regularly used for human recreational purposes or for civic or community events, and does not include sports fields. "Commercial, industrial, and institutional" includes homeowners' associations, common interest developments, community service organizations, and other similar entities.

ADDITIONAL MEASURES

- Hotels and motels shall provide guests the choice to reuse or launder towels and linens daily
- Restaurants and other food service operations shall serve water only upon request
- Broken or defective plumbing and irrigation systems must be repaired or replaced within a reasonable period, not exceeding seven days
- Recreational water features shall be covered when not in use

Water rebates and programs



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. 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 bawasca.rachio.com.

Information on the Rachio 3 Smart Irrigation Controller:

- 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
- Allows you to control your sprinklers from anywhere with your mobile device

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 before you starting your conversion
- To apply online or for more information, visit bayareaconservation.org/rebates/lawn

IRRIGATION HARDWARE REBATE PROGRAM

Offers an irrigation hardware rebate for the purchase and installation of irrigation equipment to enhance irrigation efficiency and reduce water use. The program provides rebates of up to \$5 for high-efficiency sprinkler nozzles, up to \$10 for spray bodies with pressure regulation, and up to \$30 for large rotors.

For more information or to apply for this program, visit bawasca.dropletportal.com/program/agencies/equipment

RESIDENTIAL SELF-AUDIT TOOL KITS

To conserve water inside your home, the first step is understanding how much water you use and where to look for potential leaks. The Residential Self-Audit Tool Kits are free to Menlo Park Municipal Water customers and includes a step-by-step guide to teach you how to perform your own indoor survey, toilet dye tablets, a simple device to help measure your flow rates of your sinks and showers as well as general indoor leak information.

For more information or to request a tool kit, visit bawasca.org/conserve/programs/RSAT

WATER RATES

Menlo Park Municipal Water rate increase will take effect with July water use and appear on customers' August water bills. Customers will see a 5% rate increase, a drought surcharge, and a San Francisco Public Utilities Commission wholesale pass-through rate.

Water rates are reviewed and adjusted to fund the costs of ongoing operations and future capital infrastructure needs. Water rates consist of the following:

- Monthly fixed meter charge based on the size of the water meter, or monthly fixed unmetered fire charge based on the size of the water connection
- Water consumption charge based on metered water use
- Water capital surcharge based on metered water use
- New charge - The drought surcharge is based on the drought stage declared by City Council. On May 24, the City Council declared a stage 2 drought emergency (with drought surcharge of \$1.40 per CCF) that requests customers cut water use by 20% compared to their water use in fiscal year 2019-2020. To view up-to-date drought information, visit menlopark.org/drought.
- New charge - San Francisco Public Utilities Commission wholesale pass-through rate of \$0.56 per CCF. Menlo Park Municipal Water purchases all of its water from San Francisco Public Utilities Commission. The adopted water rates assumed certain San Francisco Public Utilities Commission wholesale rates effective July 1 each year. Pursuant to California Government Code 53756, any additional increases in San Francisco Public Utilities Commission wholesale water rates may pass-through to water users when actual San Francisco Public Utilities Commission rates exceed estimates. This pass-through provision applies to wholesale rates, water management charges, and other regulatory or environmental charges required by San Francisco Public Utilities Commission.

Visit menlopark.org/waterrates for more information.

WATER CONSUMPTION CHARGE ⁽¹⁾	
Tier 1: 1 - 6 ccf	\$5.34 per ccf
Tier 2: 7 - 12 ccf	\$7.16 per ccf
Tier 3: Over 12 ccf	\$9.12 per ccf
WATER CAPITAL SURCHARGE	
All Usage	\$1.66 per ccf
MONTHLY FIXED METER (BASED ON METER SIZE)	
5/8" & 3/4"	\$27.58
1"	\$45.97
1-1/2"	\$91.95
2"	\$147.12
3"	\$294.24
4"	\$459.75
6"	\$919.50
8"	\$1,471.20
10"	\$2,114.84
MONTHLY FIXED UNMETERED FIRE CHARGE (BASED ON FIRE SERVICE SIZE)	
1-1/2"	\$31.74
2"	\$50.79
3"	\$101.57
4"	\$158.70
6"	\$317.40
8"	\$507.84
10"	\$730.02
12"	\$1,364.82
DROUGHT SURCHARGES ⁽²⁾	
Applicable only if the City Council declares a drought stage	
Stage 1: Up to 10%	\$0.63
Stage 2: Up to 20%	\$1.40
Stage 3: Up to 30%	\$2.39
Stage 4: Up to 40%	\$3.67
Stage 5: Up to 50%	\$5.43
Stage 6: Greater than 50% - The actual drought surcharge will be calculated based on the actual water conservation target that must be met	

FOOTNOTES:

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

(2) The drought stages are described in more detail in the 2020 Water Shortage Contingency Plan, adopted by City Council in May 2021.

AVOID FEES - PAY YOUR WATER BILL ON TIME

Since November 2019, Menlo Park Municipal Water has not charged late fees or disconnected any water services. Menlo Park Municipal Water plans to reinstate late fees and disconnection of water services for nonpayment in fiscal year 2022-23. Customers will be notified when this happens. Visit menlopark.org/water for up-to-date information regarding late fees or water disconnections. If you are concerned about paying your bill, we encourage you to contact customer service to set up a payment plan.

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 below.

- Visit menloparkca.myutilitydirect.com
- Call 844-463-6567 (844-4-MENLOP)
- Mail a check (Include your payment and payment coupon and mail in the provided return envelope) to:

City of Menlo Park
PO Box 845629
Los Angeles CA, 90084-5629

- In person at the following locations:
 - Soleska Market* – 1305 Willow Road
Hours: Sunday–Saturday: 6:30 a.m.–8:30 p.m.
 - Mi Tierra Linda Supermercado* – 1209 Willow Road
Hours: Sunday–Saturday 7 a.m.–9 p.m.
 - Menlo Park Library – 800 Alma St.
Hours: Monday–Wednesday, Noon–8 p.m.,
Thursday–Sunday, 10 a.m.–6 p.m.
 - Belle Haven Branch Library – 413 Ivy Drive
Hours: Monday–Wednesday, Noon–8 p.m.,
Thursday–Sunday, 10 a.m.–6 p.m.

*Please note that there is a \$2.50 processing fee at the market locations and 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 before the scheduled disconnection date. Before 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 where you may have a leak:

1. Turn off all faucets and water-using appliances
2. Locate your water meter and lift the cover to see the meter dial
3. If the needle is moving, you have a leak
4. If the needle appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape
5. Keep the water off. Wait at least 15-30 minutes
6. 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
7. 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
8. Shut off the main water valve to the inside of your house
9. Return to the water meter and lift the cover to see the meter dial
10. If the needle appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape
11. Keep your water off and wait at least 15-30 minutes
12. If the needle has moved and the water is shut off to the house, you have a leak somewhere outside of the house
13. 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 50% of the excess consumption charge and water service shall not be discontinued while the application is pending.

Update on water projects



URBAN WATER MANAGEMENT PLAN AND WATER SHORTAGE CONTINGENCY 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 shortage response actions (City responses and corresponding regulations/prohibition) for each of the six required drought stages (up to 10, 20, 30, 40, 50, and greater than 50% reductions). The 2020 Urban Water Management Plan and 2020 Water Shortage Contingency Plan are available at menlopark.org/watermanagementplan.

WATER SYSTEM MASTER PLAN

The Water System Master 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 distribution reliability and efficiency under current water demands, future growth, and emergency situations. The 2018 Plan is available at menlopark.org/masterplans.

EMERGENCY WATER STORAGE/SUPPLY PROGRAM

Menlo Park Municipal Water purchases all of its water supply from the San Francisco Public Utilities Commission. The Emergency Water Storage/Supply Project will provide a backup water supply to the Lower Zone, the service area located east of El Camino Real, which lacks emergency storage and supply in the event water from the San Francisco Public Utilities Commission is reduced or unavailable. The project began in 2010 and included site screening, site ranking, detailed engineering and hydrologic evaluation, and community engagement.

Menlo Park Municipal Water has one emergency groundwater well at the City's Corporation Yard located at 333 Burgess Drive. The City is in the midst of completing construction of the "Corp Yard Well" project which can provide up to 1,500 gallons per minute (gpm) of back-up supply to the Lower Zone. The City plans to design and construct an additional one or two emergency wells in order to achieve another 1,500 gpm (for a total supply capacity of 3,000 gpm) as part of the Emergency Water Storage/Supply Project. The City is also investigating locations for a future underground reservoir to serve the Lower and Higher Pressure Zones.

Visit menlopark.org/emergencysupplywells for more details.

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 construction contract is anticipated to be awarded in fall 2022 with construction completed by the end of 2023.

AUTOMATED METER INFRASTRUCTURE (AMI) PROJECT

The AMI project will use radio frequency communication technology to read meters (referred to as "smart meters") on an hourly basis. It will decrease the time for meter data collection, improve the efficiency of billing operations, and enhance customer service. It requires installation of a transceiver at the meter to transmit the data, a fixed base antenna to collect radio meter reads, and a data management system to store and interpret data.

The customer portal will be cloud-based and user-friendly that will allow water users to view their water use (hourly meter reads) and historical water use trends, set alerts and notifications, determine if they have leaks and self-initiate corrective actions, and learn about available water conservation programs on their computer and mobile devices. It allows water users to understand their water use, make adjustments if desired, and see immediate effects. The project is anticipated to begin in summer 2022.

STORMWATER MASTER PLAN

The City is currently updating its Stormwater Master Plan. The Plan will provide a comprehensive evaluation of the storm drain system, recommend a long-term capital improvement program, and strategize planning and budgeting efforts in order to maintain infrastructure reliability and efficiency to reduce flooding in flood prone areas. The plan is targeted to be completed in fall 2022.

Protect our water supply



WATER POLLUTION PREVENTION - KEEP OUR STORM DRAINS 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:

1. Litter (e.g. cans, paper, plastic bags, and cigarette butts)
2. Chemicals (e.g. detergents, automotive fluids, and fertilizers)
3. 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 goodworking 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 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, visit menlopark.org/stormwater, email stormwater@menlopark.org or call 650-330-6750.

CROSS-CONNECTION CONTROL PROGRAM

San Mateo County Environmental Health Services manages Menlo Park Municipal Water's Cross Connection Control Program. This program protects the City's drinking water system from contamination caused by backflow by ensuring that backflow prevention assemblies are tested annually.

A cross connection is an actual or potential connection between a public or consumer's drinking water system and a non-potable source of water. Backflow is the undesirable reversal of flow of non-potable water into the water distribution system through a cross-connection. A backflow prevention assembly is a testable mechanical device that prevents water from flowing back into the potable water supply.

Cross connection control through backflow prevention is required in a variety of applications. Irrigation water meters, multifamily housing, as well as all commercial and industrial properties are required to have backflow prevention assemblies. Single family residences generally do not have and are not required to have a backflow prevention assembly.

Prevent backflow by ensuring your backflow prevention assembly is tested by a County-certified Backflow Prevention Tester annually. The County mails notifications as a reminder to have your backflow prevention assembly tested each year. If you have a backflow prevention assembly that has never been tested or if you think your property is missing a backflow device, notify the County and Menlo Park Municipal Water immediately.

For additional information, visit San Mateo County Health's Cross Connection Control Program website at smchealth.org/crossconnection.





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

CONTACT US

- Visit menlopark.org/water
- Email water@menlopark.org
- Call 650-330-6750

Billing

- Visit menloparkca.myutilitydirect.com/customerportal
- Call 844-463-6567

Maintenance

- Call 650-330-6780
Monday–Thursday, 7:30 a.m.–4:30 p.m.,
and alternate Fridays, 8 a.m.–5 p.m.
- Call 650-330-6300
After hours, weekends, and holidays



2021 WATER QUALITY REPORT

This report contains important information about our drinking water. This report is available in Spanish at menlopark.org/water

Este informe contiene información muy importante sobre agua potable. Este informe está disponible en español en menlopark.org/water

GET INVOLVED

We welcome your input on issues that affect drinking water quality. Visit menlopark.org for details about upcoming public meetings. City Council meetings are generally held on the 2nd and 4th Tuesdays of the month.