Dublin San Ramon Services District
Water, wastewater, recycled water

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

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo 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.

April 29, 2015

Dublin San Ramon Services District
2014 Annual Water Quality Report

Lake Oroville at 45 percent full, or 68 percent of historical average, on February 11, 2015

©DWR/ Kelly M. Grow

YOUR DRINKING WATER MEETS ALL SAFETY STANDARDS

The tap water Dublin San Ramon Services District (DSRSD) delivered in 2014 met all requirements for drinking water, as it has for many years. In every category related to public health, water quality was much better than the safety standards require.

This report describes where our water comes from, what it contains, and how it compares to drinking water standards set by the State Water Resources Control Board (State Board) Division of Drinking Water and the U.S. Environmental Protection Agency (USEPA). DSRSD and Zone 7 Water Agency, the District's wholesale water supplier, conduct thousands of tests annually to ensure our drinking water continues to meet these standards, year after year.

Protecting public health and the environment are core values at DSRSD. We know you depend on us to provide a safe and reliable water supply, and we work hard every day to fulfill this responsibility to the community.

A Message from the General Manager:

STATEWIDE MANDATORY WATER REDUCTIONS: WE ARE ALREADY THERE

Governor Edmund G. Brown, Jr. has ordered mandatory water conservation in every California city. Each community has a different reduction goal based on the conservation they've already achieved, but statewide, potable water use in urban areas must drop by 25 percent in 2015 compared to 2013.

Our community is already there. **I congratulate DSRSD customers for cutting water use by 30 percent last summer and by 25 percent overall in 2014**. Now we must maintain our wise water use, and I'm confident we can. We are making a few minor changes to our drought response plan to match what the Governor has ordered, but for the most part we simply need to stay the course.

Prudent Management of Drought Reserves

Drought has hit the Tri-Valley especially hard because we depend on water imported from the State Water Project (SWP) for the majority of our supply. In a

(continued on last page)

Lake Oroville, the State Water Project's largest reservoir, stores snowmelt that normally provides most of the Tri-Valley's water.

SOURCES OF OUR POTABLE WATER

DSRSD purchases all of its potable (drinkable) water from Zone 7 Water Agency (Zone 7). This water comes from three sources: imported surface water from the California State Water Project, local rain runoff that is stored in Del Valle Reservoir, and groundwater from local wells.

Normally, more than three-quarters of our water supply originates as Sierra Nevada snowmelt and is conveyed by the State Water Project from Lake Oroville on the Feather River in northern California. It travels through the Sacramento River, the Delta, and the South Bay Aqueduct to Zone 7's Del Valle and Patterson Pass treatment plants. When State Water Project allocations are restricted, such as in the current drought, more of our water comes from local sources.

The green tag shows snow depth in an average year.

The yellow tag shows snow depth last year.

The black shows snow depth in the drought year of 1977.

For the first time since Department of Water Resources (DWR) snow surveys began in 1942, there was no snow to measure on April 1, 2015 at Phillips Station in the central Sierra Nevada. From left, Frank Gehrke (DWR Chief of Snow Surveys), Governor Edmund G. Brown Jr., and Mark Cowin (DWR Director) address the media. Below normal precipitation, combined with unusually warm weather, produced meager snowfall during the winter of 2014-15.

SAFETY STANDARDS REGULATE CONTAMINANTS

The sources of drinking water (both tap water 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 and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be in source water include:

- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife;

Safety Standards Regulate Contaminants

(Continued from page 2)

- Inorganic contaminants, such as salts and metals, that can occur naturally 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, that are byproducts of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems;
- Radioactive contaminants that can occur naturally or result from oil and gas production and mining activities.

To ensure tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) set regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Primary drinking water standards set maximum contaminant levels (MCL) and maximum residual disinfectant levels (MRDL) for substances that affect health, along with monitoring and reporting requirements for these substances and water treatment requirements. Secondary standards protect the odor, taste, and appearance of drinking water. Secondary standards do not have public health goals (PGH) because they are not based on health concerns.

The tables on page 6-7 show the average level and range of each contaminant detected in the DSRSD water supply in 2014. All water supplied during 2014 met the regulatory standards set by the state and federal governments. No contaminants were detected at levels higher than standards allow. Additional unregulated parameters, such as sodium levels and water hardness, are included in the tables to assist customers in making health or economic decisions.

IMPORTANT HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Individuals with compromised immune systems (such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders) some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline: (800) 426-4791.

Minimizing Exposure to Lead

Lead was not detected above the regulatory action level in the DSRSD water supply. 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 (pipelines that deliver water) and home plumbing. DSRSD is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline: (800) 426-4791, www.epa.gov/safewater/lead.

Lead in drinking water comes primarily from the internal corrosion of household plumbing.

HOW WE MONITOR WATER QUALITY

Monitoring for Contaminants

DSRSD employees collect representative samples from 60 locations throughout the water distribution system. These samples undergo analysis in the District's laboratory, which is certified by the State Board Division of Drinking Water's Environmental Laboratory Accreditation Program. Zone 7 monitors water quality continuously online, as well as with instantaneous, or "grab," sampling. In all, DSRSD and Zone 7 test for more than 100 water quality parameters.

Treatment and Disinfection

Zone 7 disinfects and removes pollutants from surface water using a multi-barrier approach, and groundwater is chloraminated to maintain a disinfectant residual in the distribution system. After receiving treated water from Zone 7, DSRSD maintains a consistent residual level of disinfectant in its distribution system and flushes pipelines to prevent bacterial growth.

Assessing the Quality of Source Water

Although most water requires some treatment before use, protecting water sources is an important part of providing safe drinking water to the public. The State Board requires water agencies to conduct a comprehensive source water assessment, or "sanitary survey," on drinking water sources every five years.

The surface water in our drinking water supply is most vulnerable to contaminants as it travels through the Sacramento and San Joaquin watersheds and Delta. The latest sanitary survey for the Delta and the State Water Project (SWP), completed in June 2012, identified wastewater treatment plant discharges, urban runoff, recreational activities, and conversions of some agricultural Delta islands to wetlands as key vulnerabilities and sources of contaminants. The sanitary survey includes an action plan to address these issues.

After leaving the Delta, water is transported to Zone 7 via the South Bay Aqueduct (SBA). SBA water quality also may be vulnerable to pollution from wildlife and recreational activities in the watersheds of the Bethany and Del Valle reservoirs. Zone 7 is proactively participating in a number of activities to improve water supply reliabilities and water quality of the SBA.

To request copies of source water studies or for more information, contact Zone 7 Water Quality Manager Gurpal Deol at (925) 447-0533.

Water Systems Operator Ray Robles checks a water sample for residual disinfectant, which prevents microbial growth in the water distribution system.

The South Bay Aqueduct consists of 8.4 miles of canals, 32.9 miles of pipelines, and 1.6 miles of tunnels. It deliveries water to Alameda and Santa Clara counties.

Workers inspect a tunnel at Lake Del Valle dam. Completed in 1968 as part of the State Water Project, Lake Del Valle is a storage facility for the South Bay Aqueduct

CONTAMINANTS NOT DETECTED IN ZONE 7 WATER SUPPLY

None of these contaminants were detected at or above the Detection Limit for Purposes of Reporting (DLR) in the Zone 7 water supply during 2014 monitoring.

PRIMARY DRINKING WATER STANDARDS

ORGANIC CHEMICALS

Volatile Organic Chemicals (VOCs)
Benzene
Carbon Tetrachloride
1,2-Dichlorobenzene
1,4-Dichlorobenzene
1,1-Dichloroethane
1,2-Dichloroethane
1,1-Dichloroethylene
cis-1,2-Dichloroethylene
trans-1,2-Dichloroethylene
Dichloromethane
1,2-Dichloropropane
1,3-Dichloropropene
Ethylbenzene
Methyl-tert-butyl ether (MTBE)
Monochlorobenzene
Styrene
1,1,2,2-Tetrachloroethane
Tetrachloroethylene
Toluene
1,2,4-Trichlorobenzene
1,1,1-Trichloroethane
1,1,2-Trichloroethane
Trichloroethylene
Trichlorofluoromethane
1,1,2-Trichloro-1,2,2-Trifluoroethane
Vinyl Chloride
Xylenes

Synthetic Organic Chemicals (SOCs)*
Alachlor
Atrazine
Bentazon
Benzo(a)pyrene
Carbofuran
Chlordane
2,4-D
Dalapon
Dibromochloropropane (DBCP)
Di(2-ethylhexyl)adipate
Di(2-ethylhexyl)phthalate
Dinoseb
Diquat
Endothall
Endrin
Ethylene Dibromide (EDB)
Glyphosate
Heptachlor
Heptachlor Epoxide
Hexachlorobenzene
Hexachlorocyclopentadiene
Lindane
Methoxychlor
Molinate
Oxamyl
Pentachlorophenol
Picloram
Polychlorinated Biphenyls
Simazine
Thiobencarb
Toxaphene
2,3,7,8-TCDD (Dioxin)
2,4,5-TP (Silvex)

INORGANIC CHEMICALS

Aluminum
Antimony
Asbestos*
Beryllium
Cadmium
Cyanide
Mercury
Nickel
Nitrite (as nitrogen)
Perchlorate
Thallium

*RADIONUCLIDES***

Radium-226, Radium-228
Beta/photon emitters
Gross Alpha particle activity
Tritium, Strontium-90

SECONDARY DRINKING WATER STANDARDS

Aluminum
Copper
Foaming Agents (MBAS)
Iron
Methyl-tert-butylether (MTBE)
Silver
Thiobencarb
Zinc

* Latest monitoring for Asbestos was conducted in 2011.

** Based upon low vunerability, California Deptartment of Public Health (now State Board Division of Drinking Water) granted reduced monitoring for radionuclides for current supply sources on January 25, 2008. Only gross alpha particle activity monitoring is required once every nine years. Latest gross alpha monitoring conducted in 2008. Uranium monitoring is conducted for supplemental information as in-house capabilities are available.

2014 WATER QUALITY TEST RESULTS

Definitions

AL–Regulatory Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

DLR–Detection Limit for Purposes of Reporting: Established by the State Water Resources Control Board, Division of Drinking Water.

MCL–Maximum Contaminant Level: 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 are set to protect the odor, taste, and appearance of drinking water.

MCLG–Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

mg/L–Milligrams per liter, or parts per million (ppm).

µg/L–Micrograms per liter, or parts per billion (ppb).

µS/cm–Microsiemens per centimeter.

MRL–Minimum Reporting Level

MRDL–Maximum Residual Disinfectant Level: 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.

MRDLG–Maximum Residual Disinfectant Level Goal: 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.

NA–Not Applicable

ND–Not Detected: Monitored for, but not detected at or above DLR or MRL. ND or value in range column indicates more than one analysis was performed during the year.

NTU–Nephelometric Turbidity Units: Determines size of suspended particles in a medium and visual range through the medium. Turbidity measures cloudiness and is a good indicator of the effectiveness of filtration systems.

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 Environmental Protection Agency.

pCi/L–Picocuries per liter

RAA–Running Annual Average

TT–Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Sources of Contaminants

The major sources of regulated contaminants are listed below and correspond to numbers in the columns labeled "Sources."

1 Erosion of natural deposits
2 Substances that form ions (subatomic particles with positive and negative charges) when in water
3 Runoff or leaching from fertilizers; leaching from septic tanks
4 Byproduct of drinking water disinfection
5 Drinking water disinfectant added for treatment
6 Runoff or leaching from natural deposits
7 Added to promote strong teeth
8 Naturally present in the environment
9 Internal corrosion of household water plumbing systems
10 Leaching from wood preservatives
11 Soil runoff
12 Discharge from petroleum, glass, and metal refineries; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
13 Discharges of oil drilling wastes and from metal refineries
14 Discharge from fertilizer and aluminum factories
15 Naturally occurring organic materials
16 Discharges from industrial manufacturers
17 Discharge from steel and pulp mills and chrome plating
18 Seawater influence
19 Industrial wastes
20 Various natural and man-made sources
21 Glass and electronics production wastes
22 Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities

Regulated Contaminants with PRIMARY DRINKING WATER STANDARDS

Established by the State Water Resources Control Board, Division of Drinking Water (DDW)

DSRSD DISTRIBUTION SYSTEM						
Sources	Contaminants (Units)	MCL	DLR (MRL)	PHG, MCLG [MRDLG]		
					Highest percentage of monthly positive samples	
8	Total coliform bacteria	More than 5% of monthly samples are positive		(0)	2.8%	
					Highest Locational Running Annual Average	Range of all samples collected in 2014
4	Total trihalomethanes (TTHMs) (µg/L)	80	0.5	NA	40	ND - 64
4	Haloacetic acids (five) (HAA5) (µg/L)	60	1*	NA	16	ND - 29
					Running Annual Average (RAA)	Range of monthly average
5	Chloramines as Chlorine (mg/L)	Maximum Residual Disinfectant Level (MRDL) = 4.0		[4]	1.3	1.0-1.6
1, 7, 14	Fluoride (mg/L)	4	0.1	1	0.9	0.7 - 0.9

* HAAs each component DLR is 1 ug/L except Monochloroacetic acid that has DLR of 2 ug/L.

(Chart continued on next page)

Regulated Contaminants with PRIMARY DRINKING WATER STANDARDS *(chart continued from previous page)*

WATER SUPPLY SOURCES																
Sources	Contaminants (Units)	PRIMARY DRINKING WATER STANDARDS			Del Valle Water Treatment Plant		Patterson Pass Water Treatment Plant		Mocho Wellfield		Stoneridge Well		Hopyard Wellfield		Lakes Wellfield	
		MCL	DLR (MRL)	PHG, (MCLG), [MRDLG]					Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range
11	Turbidity (NTU)	TT = 1 NTU Maximum		NA	Highest Level Found = 0.28 NTU		Highest Level Found = 0.24 NTU		NA	NA	NA	NA	NA	NA	NA	NA
		TT = 95% of samples ≤ 0.3 NTU		NA	% of samples ≤ 0.3 NTU = 100		% of samples ≤ 0.3 NTU = 100		NA	NA	NA	NA	NA	NA	NA	NA
20	Total Organic Carbon	TT = Quarterly RAA Removal Ratio ≥ 1.0		NA	Lowest Quarterly RAA Ratio = 1.7		Lowest Quarterly RAA Ratio = 1.7		NA	NA	NA	NA	NA	NA	NA	NA
	Inorganic Chemicals				Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range
1,11,21	Arsenic (µg/L)	10	2	0.004	ND	ND - 2	ND	ND	ND	ND - 2	2	NA	ND	ND - 2	ND	ND
1, 13	Barium (µg/L)	1000	100	2000	ND	ND	ND	ND	130	110 - 150	270	NA	160	120 - 210	270	250 - 290
1, 17	Chromium Total (µg/L)	50	10	(100)	ND	ND	ND	ND	ND	ND	ND	ND - 13	ND	ND	ND	ND - 11
8, 22	Chromium VI (µg/L)	10	1	0.02	NA**	NA	NA**	NA	NA**	NA	10	NA	NA**	NA	9	8 - 11
1, 12	Selenium (µg/L)	50	5	30	ND	ND	ND	ND	ND	ND - 7	ND	NA	ND	ND - 5	ND	ND
1, 7, 14	Fluoride (mg/L)	2	0.1	1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	NA	0.1	0.1	0.1	0.1
1, 3	Nitrate (as NO3) (mg/L)	45	2	45	ND	ND - 5	ND	ND - 5	16	9 - 22	19	NA	14	13 - 15	18	17 - 18
	Radionuclides				Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range	Avg.	Range
1	Uranium (pCi/L)	20	1	0.43	ND	ND	ND	ND	2	1 - 3	1	NA	2	1 - 3	ND	ND - 1
	REGULATED CONTAMINANTS	**SECONDARY DRINKING WATER STANDARDS**														
15	Color	15	0	—	0	0 - 2.5	0	0	0	0	0	NA	0	0	0	0
15	Odor (TON - Threshold Odor Number)	3	1	—	0	0	0	0 - 1	0	0	0	NA	0	0	0	0
2, 18	Conductivity (µS/cm)	1600		—	768	641 - 968	764	634 - 1022	1156	948 - 1405	803	NA	949	852 - 1058	751	686 - 834
6, 18	Chloride (mg/L)	500		—	151	117 - 201	149	105 - 196	131	100 - 160	69	NA	83	79 - 87	65	53 - 80
6	Manganese (ug/L)	50	20	—	ND	ND	ND	ND	ND	ND	ND	NA	ND	ND	ND	ND - 35
6, 19	Sulfate (mg/L)	500	0.5	—	40	24 - 75	39	23 - 79	81	61 -116	48	NA	64	47 - 83	42	41 - 44
6	Total Dissolved Solids (mg/L)	1000		—	404	358 - 522	398	226 - 520	701	552 - 894	478	NA	553	483 - 628	430	400 - 470
11	Turbidity (NTU)	5	(0.05)	—	NA	NA	NA	NA	ND	ND - 0.08	0.08	NA	ND	ND - 0.05	0.1	0.06 - 0.2
	ADDITIONAL PARAMETERS — Included to assist consumers in making health or economic decisions, i.e. low sodium diet, water softening, etc.															
8	Alkalinity as calcium carbonate (mg/L)	--		—	83	61 - 108	83	68 - 104	342	282 - 411	283	NA	318	278 - 361	250	231 - 270
8	Boron (µg/L)	--	100	—	200	140 - 330	200	120 - 320	940	520 -1470	490	NA	500	420 - 560	320	280 - 370
8	Total Hardness as calcium carbonate (mg/L)	--		—	128	112 - 167	123	102 - 174	449	374 - 567	270	242 - 315	378	351 - 416	331	292 - 369
8	Potassium (mg/L)	--		—	4	3 - 4	4	3 - 4	2	2 - 3	2	NA	2	2	1	1
8	Sodium (mg/L)	--		—	95	74 - 129	93	68 - 128	88	57 - 123	47	NA	60	43 - 77	32	26 - 37
	pH (Units)	--		—	8.1	7.9 - 8.4	8.2	7.9 - 8.4	7.3	7.1 - 7.5	7.3	NA	7.3	7.2 - 7.6	7.3	7.1 - 7.5
8	Silica (mg/L)	--		—	9	3 - 13	10	6 - 14	25	21 - 28	26	NA	24	24 - 26	25	24 - 27

** = Chromium VI monitoring not required because total Chromium was less than DLR.

LEAD AND COPPER RULE						
	Contaminant	No. of Samples Collected	90th Percentile Level Detected	Number of Sites Exceeding AL	Action Level (AL)	PHG
1, 9, 16	Lead (ug/L)	66	6	1	15	0.2
1, 9, 10	Copper (ug/L)	66	690	None	1300	300

The Lead and Copper Rule is applicable to DSRSD's direct customers only. Per the State Water Resources Control Board, Division of Drinking Water's approval, Compliance Monitoring is conducted once every three years. Data from August 2013 monitoring is summarized on the left.

Zone 7 built its Mocho Groundwater Demineralization Plant to slow down the buildup of salts and minerals in the groundwater basin, while improving delivered water quality.

WHAT IS BEING DONE TO IMPROVE WATER HARDNESS?

Zone 7 has a demineralization plant to slow down the build-up of salts and minerals in our groundwater basin and reduce the hardness of groundwater pumped from the Mocho Wellfield in western Pleasanton. In 2014, Zone 7 minimized operation of the facility due to the drought, since some water is lost during the demineralization process.

QUESTIONS AND ANSWERS ABOUT OUR WATER

Why does the taste of our tap water sometimes change?

Many factors can affect the taste of water. DSRSD's water is a blend of surface water and groundwater. The blend changes throughout the year and these variations can change taste and odor. Chlorine used to disinfect the water supply occasionally produces a chemical smell. Rapid algae growth in the Delta can cause an earthy or musty taste or smell. (These algae "blooms" can occur at any time but are most common from late spring through early fall.) None of these changes in taste or odor affects the safety of the water.

Rotting food in the garbage disposal or bacteria in the P-trap under the drain can also cause a foul smell. To get rid of the odor, fill the sink with hot water, add an ounce of household bleach, and allow the water to drain slowly. If you have a water filter on your faucet or refrigerator, be sure to change it as often as recommended. Otherwise it becomes a breeding ground for bacteria that not only taste or smell foul but can make you sick.

I've heard about algae blooms that make water toxic to pets and people. Is this a problem locally?

Algae are important to marine and fresh-water ecosystems. While most species of algae are not harmful, some can produce toxins that are harmful to the environment, plants, animals, and people. Algal blooms are a common occurrence in surface waters and depend upon sunlight, nutrient levels (especially phosphorus and nitrogen), water temperature, pH, and flow rate. Currently there are no federal or state regulations for algal toxins but the World Health Organization (WHO) has a health guideline of 1 microgram per liter for Microcystin-LR.

Zone 7 actively participates in a Department of Water Resources (DWR) source water monitoring program that includes year-round algae monitoring and seasonal monitoring for algal toxins. DWR tests water in the South Bay Aqueduct and has not identified cyanotoxins above WHO levels. DWR mitigation measures include applying algaecide and physically removing blooms, as warranted by the situation. Zone 7's multi-barrier treatment approach facilitates removal of potential toxins. The only documented cyanotoxins in this region were identified in the East Bay Municipal Utility District's Lake Chabot, where three dog deaths were attributed to the toxins.

Why does our water taste different than EBMUD's?

East Bay Municipal Utility District (EBMUD) gets most of its water from the Mokelumne River watershed and channels it into an aqueduct east of the Delta. The water never passes through the Delta and that's why it tastes different than DSRSD's water, which is a blend of surface water that has flowed through the Delta and groundwater extracted from local wells.

What is Zone 7 doing to improve water taste?

During warm months when algae blooms are more likely, Zone 7 adds powdered activated carbon to the water to remove some of the taste-and-odor-causing compounds released by algae. In 2009, Zone 7 studied and tested other processes to improve taste. The study concluded that ozone treatment would be most cost-effective. Zone 7's capital improvement plan includes adding ozone processes at two water treatment plants in the future.

Does our tap water contain fluoride?

Yes. Fluoride occurs naturally and is added to promote strong teeth. Voters in the District's service area approved fluoridation in 1974 and treatment began in 1977. The District maintains a range of 0.7 to 1.3 milligrams of fluoride per liter of water, the range required by state regulations. Information about fluoridation, oral health, and current issues is available from www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml

How hard is our water?

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 is moderately hard to hard, in the range of 129-397 mg/L (8-23 gpg). Because our water is a variable blend of surface and groundwater, hardness changes throughout the year and by location in the District. During the drought, water hardness is higher than normal because the blend contains a larger proportion of groundwater. In addition, Zone 7 is not operating its demineralization plant during the drought to conserve water.

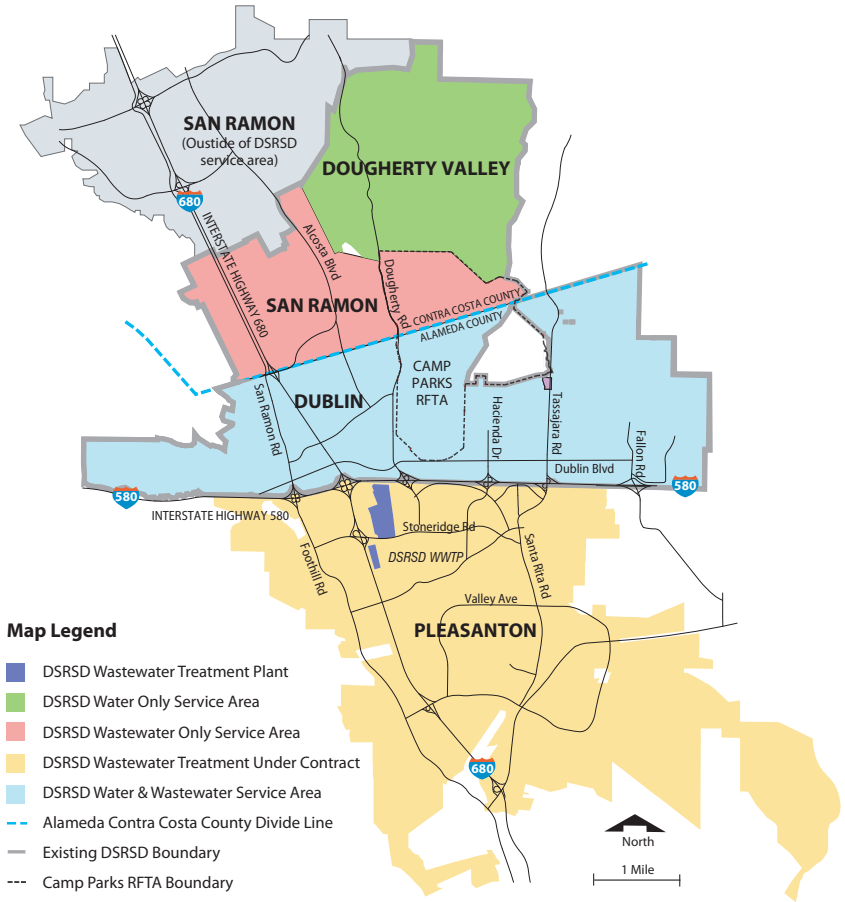
What do you advise about water softeners?

The District 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 District, the higher the costs for all customers.

If having soft water is important to you, please consider using a water softening service. The 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 District's wastewater, recycled water, or groundwater basin.

Service Area

A public agency founded in 1953, DSRSD distributes water, recycles water, and collects, treats, and disposes of wastewater for 159,000 people in Dublin, southern San Ramon, Dougherty Valley, and Pleasanton.



CONTACT US

We encourage public interest and participation in District decisions affecting water service and other District business. Board meetings occur on the first and third Tuesday of every month at the District Office, 7051 Dublin Blvd., Dublin, at 6 p.m. The public is welcome. For agendas, minutes, and video recordings of past meetings, visit the District website.

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The State Water Project uses Del Valle Reservoir (above) to store imported water for Zone 7, the Alameda County Water District (serving the Fremont area) and the Santa Clara Valley Water District. Zone 7 also uses a small portion of reservoir capacity to store rain runoff from our local watershed. As with imported water, local runoff is treated and delivered for municipal use and used to recharge the local groundwater basin.

A Message from the General Manager

(continued from front cover)

normal weather year, the SWP supplies 80 percent of our potable water, local runoff into Lake Del Valle supplies 10 percent, and our local underground aquifer supplies 10 percent. In 2014, our wholesale supplier, Zone 7 Water Agency, received less than five percent of the SWP water it requested for the year.

Zone 7 plans for dry years by banking surplus water during wet years. Their "water bank" includes Lake Del Valle (which we share with other agencies), our local groundwater basin, and groundwater storage facilities in Kern County. If Delta water quality permits, Zone 7 also can access SWP water not used in one year and carried over to the next.

During the drought, Zone 7 is tapping reserves for the majority of the Tri-Valley's supply. However, depending almost exclusively on these water supplies is like living on your savings account without replenishing it; eventually you exhaust your supply.

Recycled Water Extends Our Supplies

To reduce the amount of potable water we need, DSRSD is producing recycled water for irrigation and construction and expanding recycled water pipelines to large irrigation customers. Because we began investing in water recycling infrastructure 20 years ago, today we have a drought-resistant supply that meets nearly one-fourth of the District's total demand.

Improving Water Supply Reliability

We also are working regionally to achieve a more reliable water supply. DSRSD Board members and senior staff participate in the Tri-Valley Water Policy Roundtable, a series of discussions among elected officials that are open to the public. These meetings are posted on the Meetings Calendar on our website; we encourage you to attend. In addition, the District is conducting a Long-Term Alternative Water Supply Study examining how we can diversify our water supply in the future.

Continued Conservation is Essential

You are an essential partner in reducing "withdrawals" from our water reserves. Your willingness to cut outdoor watering in half and conserve water indoors last year ensured we had enough water for public health and safety. The State Water Board has identified DSRSD as one of 20 water-saving superstars. I am immensely proud of our community's response to the drought.

It's challenging to comply with drought restrictions, but when the water supply is so limited, it's what we have to do. Every drop counts.

Thank you for continuing to doing your part. Please visit www.dsrsd.com for the latest information on mandatory restrictions or call our Customer Service team if you have questions.

Bert Michalczyk
General Manager