Important contact information

City of Milpitas
455 E. Calaveras Blvd.
Milpitas, CA 95035
(408) 586-3000; TDD (408) 586-2643
www.ci.milpitas.ca.gov

Hours of operation
8 a.m. to 5 p.m., M–F

Water Emergencies
(408) 586-2900, Business Hours
(408) 586-2400, After Hours

Billing Questions
(408) 586-3100

Water Conservation Hotline
(888) 510-5151 (24 Hours)

Water Conservation a California Way of Life?”
National Public Works Day 2019
City of Milpitas Public Works Department at
8 a.m. to 5 p.m., M–F

City of Milpitas
455 E. Calaveras Blvd.
Milpitas, CA 95035
www.ci.milpitas.ca.gov

Resources
Division of Drinking Water
waterboards.ca.gov/drinking_water/
(510) 620-3474

US EPA
water.epa.gov
(800) 426-4791

Department of
Water Resources
www.water.ca.gov

Bay Area Water Supply and
Conservation Agency
bawca.org

American Water
Association
awwa.org or DrinkTap.org

SCVWD Pollution Hotline
(888) 510-5151 (24 Hours)

More information
For more information about this report or the City’s water quality monitoring program, please contact:
City of Milpitas Public Works Department at
(408) 586-2900; MilpitasCCR@ci.milpitas.ca.gov

Frequently asked questions

Why is my water brown or not clear? Stagnant water sitting in aging plumbing may become brown. This should clean up once sitting water is flushed out from the pipes and replaced with fresh water. Brown water could also be from blocked or clogged sink future aerators. Aerators are located at the end of a fixture and can be removed and flushed to clear any debris. Once flushed, hand-tighten to reassemble.

Is there fluoride in the water? The City receives fluoridated water from SFPUC. Stagnant water sitting in aging plumbing can be removed and flushed to clear any debris. Once flushed, hand-tighten to reassemble.

How can I prepare for an emergency? In a disaster or emergency situation, water supplies may be cut off or contaminated. Store enough water to supply everyone in your family for at least 3-5 days. For general drinking purposes, store one gallon of water per person, per day, and three gallons of water per person, per day for limited cooking and personal hygiene use. If you store tap water, use food grade plastic containers. Replace water at least once every six months. If you buy bottled “spring” or “drinking” water, keep it in its original container. Label bottles with their replacement date and store in a cool, dark place.

What is the state of the drought and what is “Making Water Conservation A California Way of Life”? On April 7, 2017 Governor Brown issued Executive Order B-40-17, terminating the January 17, 2014 drought State of Emergency for most counties in California. The order does not relieve the need to continue “Making Water Conversation A California Way of Life” and keep certain restrictions to prohibit wasteful practices. These restrictions along with additional water conservation measures set by the City include:

- Apply only as much water as your landscape needs to prevent water runoff onto streets and sidewalks
- Wash vehicles with a hose that has a shut-off nozzle
- Use a broom to clean driveways and sidewalks
- Recirculate potable water in fountains or decorative water features
- Do not water landscapes during or within 48 hours of measurable rainfall
- Restaurants to only serve drinking water upon request
- Guests of hotels and motels can choose not to have towels and linens laundered daily
- Pools and spas must be covered when not in use to prevent evaporation

Visit water.ci.milpitas.ca.gov/drought for water conservation tips and water use schedules.

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City Council meetings are typically held on the first and third Tuesday of every month at 7:00 pm in the City Hall Council Chambers located at 455 E. Calaveras Blvd. Prior to each meeting, Council meeting agendas can be found posted at City Hall and can also be downloaded from the City website: www.ci.milpitas.ca.gov.

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

Esta informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Ito ay isang malahangang impormasyon tungkol sa inyong inim na tubig. Isaling-wika ito, o makipag-usap sa isang tao na nainitdhanan ito.

Chi liêt nay thailand trong. Xin nhin nghe dich cho quy vi.

此份有关你的食水报告 内有重要资料和讯息 请找他人为您翻译及解释清楚。

Water Quality Report

City of MILPITAS 2018

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In Calendar Year 2018, your tap water met all USEPA and State drinking water health standards. We vigilantly safeguard our water supplies, and once again, we are proud to report that our system had no water quality standard
Our drinking water and how we protect it

The City of Milpitas draws water from two sources that provide clean water to residents and businesses. The water is purchased from two separate wholesalers: treated surface water from the San Francisco Public Utilities Commission (SFPUC) and treated surface water from the Santa Clara Valley Water District (SCWWD). In the event that water supply is interrupted from either SFWP or SFPUC, the City has the option of utilizing its emergency supply to meet basic water needs for a short duration of time. In 2018, the City supplied an average of 7.1 million gallons of water per day to approximately 16,000 homes and businesses for indoor and outdoor use.

SFPUC Supply

SFPUC water is a combination of Hetch Hetchy water and treated local water. Most of SFPUC’s water is sourced from the Hetch Hetchy watershed located in the Sierra Nevada Mountains. This water is exempt from filtration requirements by the United States Environmental Protection Agency (USEPA) and State Water Resources Control Board. Division of Drinking Water (CDW), due to the protected Sierra spring snow melt water source. Local water is collected within the Alameda watershed at Calaveras Reservoir and San Antonio Reservoir. Local water is treated through filtration and disinfection at the Sunol Valley Water Treatment Plant.

Emergency Supplies

The City does not blend or combine SFPUC and SCWWD waters under normal operating conditions. However, the service areas can be interconnected to provide emergency water supply if needed. The City’s water system is also interconnected with the Alameda County Water District to the north and San Jose Water Company to the south. In the event that there is an emergency, either or both agencies can provide water to the City. SFPUC and SCWWD share an intertie that can supply water from one wholesaler to the other. The City can also provide temporary emergency water supply using Pinewood Well, located in the southwestern portion of the City.

SCWWD Supply

SCWWD water is sourced primarily from the Sacramento-San Joaquin Delta watershed via the South Bay Aqueduct, Dyer Reservoir, Lake Del Valle, and San Luis Reservoir. The water supply is supplemented by local water sources at Anderson and Calero Reservoirs. SCWWD water is treated through filtration and disinfection at Penicillica and Santa Teresa Water Treatment Plants.

Maintaining water quality

The City is dedicated to maintaining the water quality and protecting the water supply. The safeguards include a combination of preventative and monitoring practices described below.

Hydrant and Water Main Flushing

Flushing of fire hydrants and water mains is performed to remove sediment and keep the distribution system refreshed by circulating water in pipes that would otherwise remain stagnant. As a result, residents in the immediate vicinity may experience temporary discoloration in their water. This discoloration does not affect the safety of the water. If you experience discoloration in your water after City crews have been flushing in your neighborhood, clear the water from your house plumbing by running water faucets for a few minutes prior to use.

Backflow Testing

A backflow preventer is a plumbing device that keeps the water supply safe by preventing water on private property from flowing back into the City’s distribution system. Backflow devices are required to be tested annually to ensure they are working properly.

Water Sampling

Sampling of the water system is performed in accordance to State and Federal rules and regulations. This requires purging of the water line for a sample to be lab tested. See the third page of this CCR for water quality sampling results.

Littering is throwing it all away

Nearly 80 percent of the debris found in our waterbodies, creeks, shorelines, and the South San Francisco Bay is washed, blown or dumped by humans residing in the vicinity of the water shed. One piece of litter can end up miles from where it was improperly discarded, affecting our water systems and causing a threat to wildlife. The primary sources of litter are: pedestrians, motorists, trucks with uncovered loads, household trash handling and its placement at the curb, loading docks, and demolition sites.

Because we live in a watershed, our community’s litter makes a very big impact. A watershed is a land area that drains water into a creek, river, lake, wetland, bay or groundwater aquifer. In the Santa Clara Valley, the water from rain and irrigation (called runoff) picks up litter and carries it directly into storm drains and creeks that flow to San Francisco Bay.

You Can Make a Difference

- Don’t litter, ever. Something as small as a cigarette butt thrown on a city street has long-term adverse effects on the environment.
- When you see litter, pick it up and dispose of it properly.
- Secure and cover all truckloads of loose debris.
- Make sure your trash can lid is closed securely.
- Always bring a bag for trash when picnicking, hiking or camping.
- If you own a business, check your dumpster on a regular basis, keep it locked and protect it from illegal dumping.
- Report illegal dumping to the Milpitas Police Dept. at (408) 988-2400.
- For solid waste and street sweeping services, call Milpitas Sanitation at (408) 988-4500.
- Call the Santa Clara Countywide Recycling Hotline at (669) 533-8414 or visit www.sanjoseca.gov/sbwr to find out where to dispose of or donate.

Recycled Water – providing drought-proof, high quality water for our community

In 2018, irrigation, commercial, and industrial customers in Milpitas used 419 million gallons of recycled water, thereby conserving an equal amount of potable drinking water. Recycled water from the San Jose/Santa Clara Water Pollution Control Plant undergoes an extensive treatment process (including filtration and disinfection) and is delivered to landscape irrigation and industrial customers in Milpitas, San Jose, and Santa Clara. For more information pertaining to recycled water, visit www.sanjoseca.gov/stwr.

Contaminants and Regulations

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

Emergency Supplies

In the event that water supply is interrupted from either SFWPC or SFPUC, the City has the option of utilizing its emergency supply to meet basic water needs for a short duration of time. In 2018, the City supplied an average of 7.1 million gallons of water per day to approximately 16,000 homes and businesses for indoor and outdoor use.

Drinking Water Source Assessment Program

Drinking Water Source Assessment Programs evaluate the vulnerability of water sources to potential contamination. Both SFPUC and SCWWD have conducted drinking water source assessments for the City’s potable water supplies. The assessments are available for review at the State Water Resources Control Board (SWRCB) – Division of Drinking Water District Office. You may request that a summary of the assessments be sent to you by calling (510) 620-3474.

SFPUC conducts an annual watershed survey for the Hatch Hatchery source as well as five yearly sanitary surveys for local water sources. These surveys evaluate the sanitary condition, water quality, potential contamination sources, and the results of watershed management activities. The surveys were completed with support from partner agencies including the National Park Service and US Forest Service. These surveys have identified wildlife, stock, and human activities as potential contamination sources.

SCWWD’s water sources are vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, nonpoint source activities, livestock grazing, and residential and industrial development. The imported sources are also vulnerable to wastewater treatment plant discharges, sewater inflow, and wild fires in open space areas. In addition, local sources are also vulnerable to potential contamination from commercial activities and historic mining practices. No contaminants associated with any of these activities have been detected in SCWWD’s treated water. The water treatment plants provide multiple barriers for physical removal and disinfection of contaminants.

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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 human activity. Contaminants that may be present 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.
- 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 that 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 that can be naturally-occurring or be the result of oil and gas production and mining activities.
In 2018, the City of Milpitas collected over 2,000 drinking water samples to be analyzed by State-certified laboratories. The water supplied in Milpitas met all USEPA and State drinking water health standards in 2018, as shown in the adjacent table, which lists all drinking water constituents that were detected during the 2018 calendar year. A full list of tested contaminants is available upon request. unless otherwise noted, the data presented in this table reflects testing completed between January 1 and December 31, 2018. some data—although representative—were collected prior to 2018, as the State Board requires monitoring for some contaminants less than the detection limit. the concentrations of these contaminants do not vary frequently or significantly from year to year.

What else should I know?
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. More information about contaminants and potential health effects can be obtained from the U.S. Environmental Protection Agency’s (USEPA) Safe Drinking Water Hotline. Call 1-800-426-4922.

Some people may be more vulnerable to contaminants in water than others. Infants, some children, and patients with weakened immune systems, for example, may be more vulnerable to contaminants in water. People may also be at risk if their immune systems are compromised, which can cause them to be unusually sensitive to contaminants in their water supply.

USEPA and Centers for Disease Control guidelines on appropriate means to lessen the risk of infection from cryptosporidium and other microbial contaminants are available from the USEPA Safe Drinking Water Hotline. Call 1-800-426-4922.

Definitions of Key Terms
Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set to protect the public health. Secondary MCLs are set to protect the quality of our nation’s drinking water. Secondary MCLs do not protect against health risks and are not enforceable under the Safe Drinking Water Act. Exposure to these contaminants over long periods of time may affect certain populations, such as children or the elderly, and may have adverse health effects.

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 do not protect against health risks and are not enforceable under the Safe Drinking Water Act.

Maximum Residual Disinfection Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not protect against health risks and are not enforceable under the Safe Drinking Water Act.

Notification Level (NL): Health-based advisory levels established by USEPA for chemicals in drinking water that lack MCLs.

Primary Drinking Water Standard (PWS): MCLs and MRLs that contain contaminants that affect health and with some contamination monitoring and treatment requirements.

Secondary Maximum Treatment Technique (STT): A required process intended to reduce the level of a contaminant in drinking water.

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 Office of Environmental Health Hazard Assessment.

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

Total Organic Carbon (TOC): TOC is a measure of all organic compounds in water. Some organic compounds can be toxic to humans.

Water Quality Information

LEAD
If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Young children are more likely to absorb lead into their bodies through hand-to-mouth activities than adults are. For example, lead can be absorbed through the lining of the stomach and/or the intestines when children swallow lead-based paint that has been chipped off walls or from leaded water pipes that have a buildup of lead-containing materials. Lead levels in drinking water are primarily influenced by corrosion of lead-based plumbing systems and components associated with service lines, or any leaded water pipe that the water flows through before it reaches your faucet. The City is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. It is possible that lead levels at your home may vary more than at other homes in the community as a result of different materials used in your home’s plumbing. If you are concerned about elevated lead levels in your home’s water, you may wish to have your water tested by a laboratory and/or flush your tap. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 2 to 3 minutes before using water for drinking or cooking. If you do use, you may wish to collect the flushed water and use it for another beneficial purpose, such as watering plants. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the USEPA Safe Drinking Water Hotline (1-800-426-4922) or at epa.gov/lead.

Fluoride and Dental Fluorosis
Fluoride is added to the water to reduce tooth decay. In 2018, the City of Milpitas added fluoride to their drinking water supply to meet the requirements of the California Health and Safety Code. The fluoride level in the water is regulated at 1.0 mg/L (1.0 ppm). All water supplied by SFPUC is fluoridated.

Disinfection by-products
Among the disinfectants used in the treatment process, disinfection by-products (DBPs) may be formed. The most common DBP monitored in drinking water is trihalomethane (THMs). DBPs are formed by the reaction of three or more monochloramines with naturally present organic material in the water. The levels of THMs in the drinking water are monitored by testing samples collected from the district intake well and the city's distribution system. The city agency responsible for performing these tests is the San Francisco Public Utilities Commission (SFPUC). The city is required to publish the results of these tests in its annual Water Quality Information Report. The complete test results can be obtained on the city's website at cityofmilpitas.org or by calling the City’s Water Quality Information Hotline at 408-273-2525.

Disinfection with Chloramine
Both SFPUC and SCVWD waters are treated with chloramine to protect public health. Chloramine is achieved treating in drinking water disinfection process. Chloramine is treated by the chloramination system is added to the drinking water for water treatment requirements. Chloramine is treated by the chloramination system is added to the drinking water for water treatment requirements. Chloramine is treated by the chloramination system is added to the drinking water for water treatment requirements. Chloramine is treated by the chloramination system is added to the drinking water for water treatment requirements. Chloramine is treated by the chloramination system is added to the drinking water for water treatment requirements.