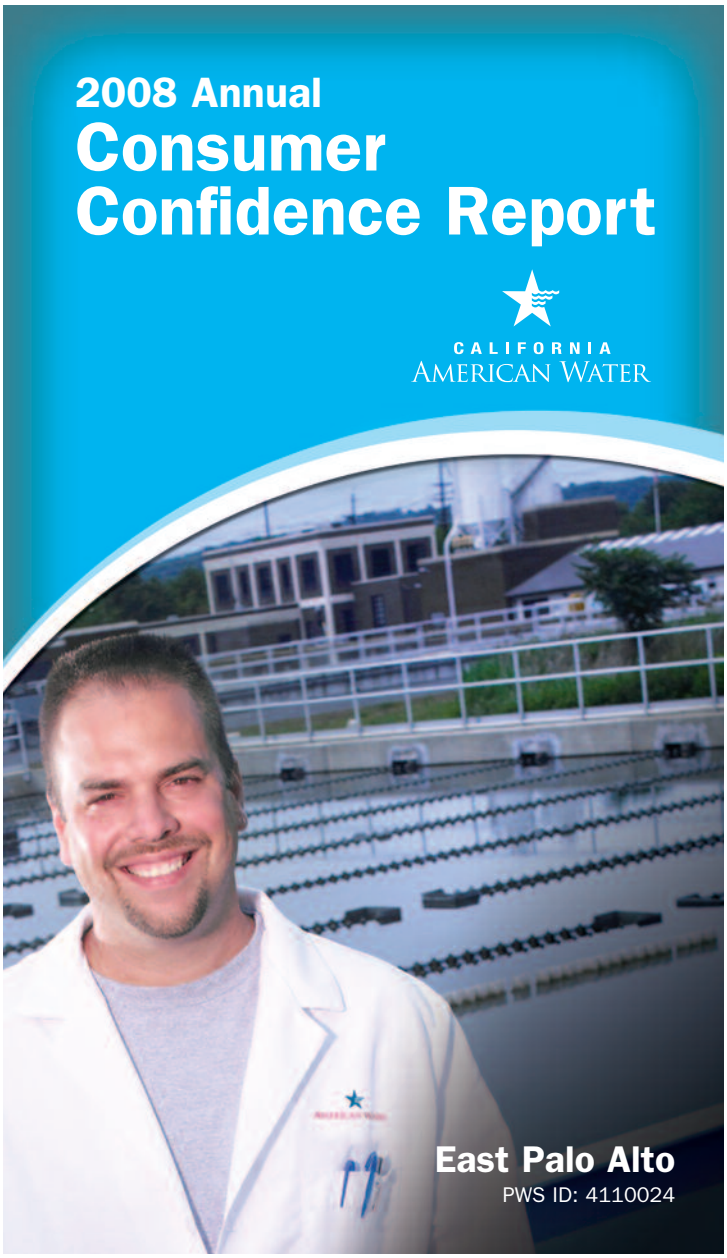

For more information about the contents of this report, call American Water (City of East Palo Alto) at (650) 325-6195.

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。

Ang ulat na ito ay naglalaman ng mahalagang impormasyon ukol sa iniinom ninyong tubig. Tumawag po lamang sa SFPUC Customer Service Bureau sa telepono 415-551-3000 kung kailangan ninyo ng tulong sa wikang tagalog.

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

A Message from Robert G. MacLean, President

As a trusted leader in the industry, California American Water places a strong emphasis on sharing water quality information with our customers.

Please review this Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December, 2008. You'll find that we provide water that surpasses or meets all Federal and State water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to your tap 24 hours a day, seven days a week.

Our customers are our top priority, and we are committed to providing them with the highest quality drinking water and service possible now and in the years to come. In addition to this written report, you can view information about California American Water and your water system on our website http://www.calamwater.com. For more information or for any questions about this report relating to your drinking water, please contact American Water at (650) 325-6195.

Sincerely,

Robert G. MacLean

SFPUC Drinking Water Sources

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. For the SFPUC systems, the major water source originates from spring snowmelt flowing down the Tuolumne River to the **Hetch Hetchy Reservoir**, where it is stored. This pristine water source is located in the well protected Sierra region and meets all federal and state criteria for watershed protection. Based on the SFPUC's disinfection treatment practice, extensive bacteriological-quality monitoring, and high operational standards, the State has granted the Hetch Hetchy water source a filtration exemption. In other words, the source is so clean and protected that the SFPUC is not required to filter water from the Hetch Hetchy Reservoir.

The Hetch Hetchy water is supplemented with surface water sources from two local watersheds. Rainfall and runoff collected from **Alameda Watershed**, which spans more than 35,000 acres in Alameda and Santa Clara Counties, are collected in the Calaveras and San Antonio Reservoirs. Prior to distribution, the water from these reservoirs is treated at the Sunol Valley Water Treatment Plant (SVWTP). Treatment processes include coagulation, flocculation, sedimentation, filtration, and disinfection. Fluoridation, chloramination and corrosion control treatment are provided for the combined Hetch Hetchy and SVWTP water at the Sunol Chloramination and Fluoridation Facilities. Rainfall and runoff captured in the 23,000-acre **Peninsula Watershed**, located in San Mateo County, are stored in four reservoirs: Crystal Springs (Lower and Upper), San Andreas, Pilarcitos, and Stone Dam. The water from these reservoirs is treated at the Harry Tracy Water Treatment Plant (HTWTP). Treatment processes at the HTWTP include ozonation, coagulation, flocculation, filtration, disinfection, fluoridation, corrosion control treatment, and chloramination.

In 2008, the Hetch Hetchy Watershed provided approximately 84% of our total water supply, with the remainder contributed by the two local watersheds.

Watersheds Protection

The SFPUC actively and aggressively protects the natural water resources entrusted to its care. An annual report on the Hetch Hetchy and its neighboring watersheds is prepared to evaluate the sanitary conditions, water quality, and potential contamination sources. The report also presents performance results of watershed management activities implemented by the SFPUC and its partner agencies, such as the National Park Service, to reduce or eliminate the potential contamination sources. The 2008 sanitary survey concludes that very low levels of contaminants associated with wildlife and human activities exist in those upcountry watersheds. The SFPUC also conducts sanitary surveys of the two local watersheds every five years. The potential contamination sources identified in the 2005 survey are similar to the upcountry watersheds. These survey reports are available at the San Francisco District office (**510-620-3474**) of the California Department of Public Health.

The Highest Quality Water

The SFPUC's Water Quality Division regularly collects and tests water samples from reservoirs and designated sampling points throughout the system to ensure that the SFPUC's water meets or exceeds federal and state drinking water standards. In 2008, Water Quality staff conducted 56,200 drinking water tests in the transmission and distribution systems. This monitoring effort is in addition to the extensive treatment process control monitoring performed by our certified and knowledgeable treatment plant staff.

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. 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.

The table on the reverse side lists all drinking water contaminants detected in 2008. Contaminants below detection limits, such as arsenic, perchlorate, MTBE, and others, are not listed. In the same year, the SFPUC also completed four quarters of monitoring of 25 contaminants that are required under the U.S. Environmental Protection Agency (USEPA) second Unregulated Contaminant Monitoring Regulation. All 25 contaminants were not detected in the water supplied to you. The list of the 25 contaminants is available at the USEPA website:

http://www.epa.gov/safewater/ucmr/ucmr2/basicinformation.html#list

The table contains the name of each contaminant, the applicable drinking water standards or regulatory action levels, the ideal goals for public health, the amount detected in water, the typical contaminant sources, and footnotes explaining the findings. The State allows the SFPUC to monitor for some contaminants less than once per year because their concentrations do not change. For certain other contaminants that were absent in the water based on many years of monitoring, the SFPUC received a monitoring waiver from the State.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for City of East Palo Alto

Our water system failed to monitor as required for drinking water standards during the past year and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During December 2008, we did not complete all monitoring for total coliform bacteria and therefore, cannot be sure of the quality of our drinking water during that time.

What should I do?

- There is nothing you need to do at this time.
- The table below lists the contaminant we did not properly test for during the last year, how many samples we are required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required Sampling Frequency	Number of Samples Taken	When All Samples Should Have Been Taken	When Samples Were or Will Be Taken
Total Coliform Bacteria	Three Repeat Samples for each total coliform positive sample	Two	12-31-08	Two of the three samples were collected within 24 hours of the initial total coliform positive sample.

- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

On 12-31-08, the Water System failed to collect all three repeat samples near the block of 1100 Weeks Street as required per the Total Coliform Rule. The Water system collected only one up stream sample, one sample from the same coliform positive location, and failed to sample a down stream location due to accessibility and time constraints. The Water System has reviewed all existing sampling locations and has submitted a set of new sampling locations for review and approval by the DPH.

For more information, please contact, Gopi Nathan at 650-325-6195 or Superintendent, American Water, 2415 University Avenue, E. Palo Alto, CA 94303.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by American Water Enterprises on behalf of the city of East Palo Alto.

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 order to ensure that tap water is safe to drink, the USEPA and the California Department of Public Health (CDPH) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that must provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (**1-800-426-4791**).

Cryptosporidium is a parasitic microbe found in most surface water. The SFPUC regularly tests for this waterborne pathogen, and found it at very low levels in source water and treated water in 2008. However, current test methods approved by the USEPA do not distinguish between dead organisms and those capable of causing disease. If ingested, these parasites may produce symptoms of nausea, stomach cramps, diarrhea, and associated headaches.

Special Health Needs

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons 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 (**1-800-426-4791**) or at **www.epa.gov/safewater**.

Key Water Quality Terms

Following are definitions of key terms noted on the adjacent water quality data table. These terms refer to the standards and goals for water quality described below.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs or MCLGs as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the USEPA.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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

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

Water Quality Results

City of East Palo Alto - Water Quality Data for Year 2008 [1]

DETECTED CONTAMINANTS						
Substance	**Unit**	**MCL**	**PHG or [MCLG]**	**Range or Level Found**	**Average or [Max]**	**Typical Sources in Drinking Water**
TURBIDITY [2]						
For Unfiltered Hetch Hetchy Water	NTU	5	NA	0.24 - 0.46 [3]	[2.85] [4]	Soil runoff
For Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	NTU	1 [5]	NA	-	[0.42]	Soil runoff
	-	min 95% of samples ≤ 0.3 NTU [5]	NA	99.97%	-	
For Filtered Water from Sunol Valley Water Treatment Plant (SVWTP)	NTU	1 [5]	NA	-	[0.21]	Soil runoff
	-	min 95% of samples ≤ 0.3 NTU [5]	NA	100%	-	
DISINFECTION BY-PRODUCTS AND PRECURSOR (SFPUC Regional System) - for information only						
Total Trihalomethanes	ppb	80	NA	8 - 48	[31] [6]	By-product of drinking water chlorination
Haloacetic Acids	ppb	60	NA	4 - 26	[17] [6]	By-product of drinking water chlorination
Total Organic Carbon [7]	ppm	TT	NA	2.2 - 2.8	2.5	Various natural and man-made sources
DISINFECTION BY-PRODUCTS AND PRECURSOR						
Total Trihalomethanes	ppb	80	NA	26 - 50	[49] [6]	By-product of drinking water chlorination
Haloacetic Acids	ppb	60	NA	16 - 30	[30] [6]	By-product of drinking water chlorination
MICROBIOLOGICAL						
Total Coliform	-	NoP ≤ 5.0% of monthly samples	[0]	-	[4% - Dec]	Naturally present in the environment
Giardia lamblia	cyst/L	TT	[0]	ND - 0.03	[0.03]	Naturally present in the environment
INORGANIC CHEMICALS						
Fluoride (source water) [8]	ppm	2.0	1	< 0.1 - 0.8	0.2 [9]	Erosion of natural deposits
Chlorine (including free chlorine and chloramine)	ppm	MRDL = 4.0	MRDLG = 4	1.15 - 2.20	[1.94] [6]	Drinking water disinfectant added for treatment

CONSTITUENTS WITH SECONDARY STANDARDS						
Substance	**Unit**	**SMCL**	**PHG**	**Range**	**Average**	**Typical Sources in Drinking Water**
Chloride	ppm	500	NA	4 - 15	10	Runoff / leaching from natural deposits
Specific Conductance	µS/cm	1600	NA	31 - 288	164	Substances that form ions when in water
Sulfate	ppm	500	NA	1.0 - 34.9	16.4	Runoff / leaching from natural deposits
Total Dissolved Solids	ppm	1000	NA	39 - 203	111	Runoff / leaching from natural deposits
Turbidity	NTU	5	NA	0.06 - 0.30	0.15	Soil runoff

LEAD AND COPPER						
Substance	**Unit**	**AL**	**PHG**	**Range**	**90th Percentile**	**Typical Sources in Drinking Water**
Copper	ppb	1300	300	27 - 89 [10]	71	Corrosion of household plumbing systems
Lead	ppb	15	2	2 - 20 [11]	4	Corrosion of household plumbing systems

OTHER WATER QUALITY PARAMETERS				
Substance	**Unit**	**ORL**	**Range**	**Average**
Alkalinity (as $CaCO_3$)	ppm	NA	10 - 96	50
Calcium (as Ca)	ppm	NA	3 - 26	13
Chlorate [12]	ppb	(800) NL	49 - 224	155
Hardness (as $CaCO_3$)	ppm	NA	14 - 100	54
Magnesium	ppm	NA	0.2 - 9.0	4.9
pH	-	NA	8.5 - 9.2	8.8
Potassium	ppm	NA	< 0.2 - 1.2	0.6
Silica	ppm	NA	5.0 - 7.7	5.4
Sodium	ppm	NA	3 - 20	13

KEY:	
</≤	less than/less than or equal to
AL	Action Level
Max	Maximum
Min	Minimum
NA	Not Available
ND	Non-Detect
NL	Notification Level
NoP	Number of Coliform-Positive Sample
NTU	Nephelometric Turbidity Unit
ORL	Other Regulatory Level
ppb	part per billion
ppm	part per million
µS/cm	microSiemens/centimeter

1 All results met State and Federal drinking water MCLs.
2 Turbidity is a water clarity indicator; it also indicates the effectiveness of the filtration plants.
3 Turbidity is measured every four hours. These are monthly average turbidity values.
4 This is the highest single measurement in 2008. The startup of San Joaquin Pipeline No. 2 caused elevated turbidities on 3/13/08 as a result of sediment resuspension in the pipeline.
5 There is no MCL for turbidity. The limits are based on the TT requirements in the State drinking water regulations.
6 This is the highest quarterly running annual average value.
7 Total organic carbon is a precursor for disinfection by-product formation. The TT requirement applies to the filtered water from the SVWTP only.
8 The SFPUC adds fluoride to the naturally occurring level to help prevent dental caries in consumers. The CDPH requires our fluoride levels in the treated water to be maintained within a range of 0.8 - 1.5 ppm.
9 The naturally occurring fluoride levels in the Hetchy Hetchy and SVWTP raw water are ND and 0.15 ppm, respectively. The HTWTP raw water has elevated fluoride levels due to the continued replenishment of the fluoridated Hetch Hetchy & SVWTP treated water into Lower Crystal Springs Reservoir, which supplies water via San Andreas Reservoir to the HTWTP for treatment.
10 The most recent Lead and Copper Rule monitoring was in 2006.
11 The most recent Lead and Copper Rule monitoring was in 2006. 1 of 30 water samples collected at consumer taps had lead concentrations above the Action Level.
12 There were no chlorate detected in the raw water sources. The detected chlorate in treated water is a by-product of the degradation of sodium hypochlorite, the primary disinfectant used by SFPUC for water disinfection.

Note: Additional water quality data may be obtained by calling the City of East Palo Alto water system (650)-325-6195.