



JUNE 2019

WATER QUALITY REPORT

Menlo Park Municipal Water





Our Drinking Water

MENLO PARK MUNICIPAL WATER

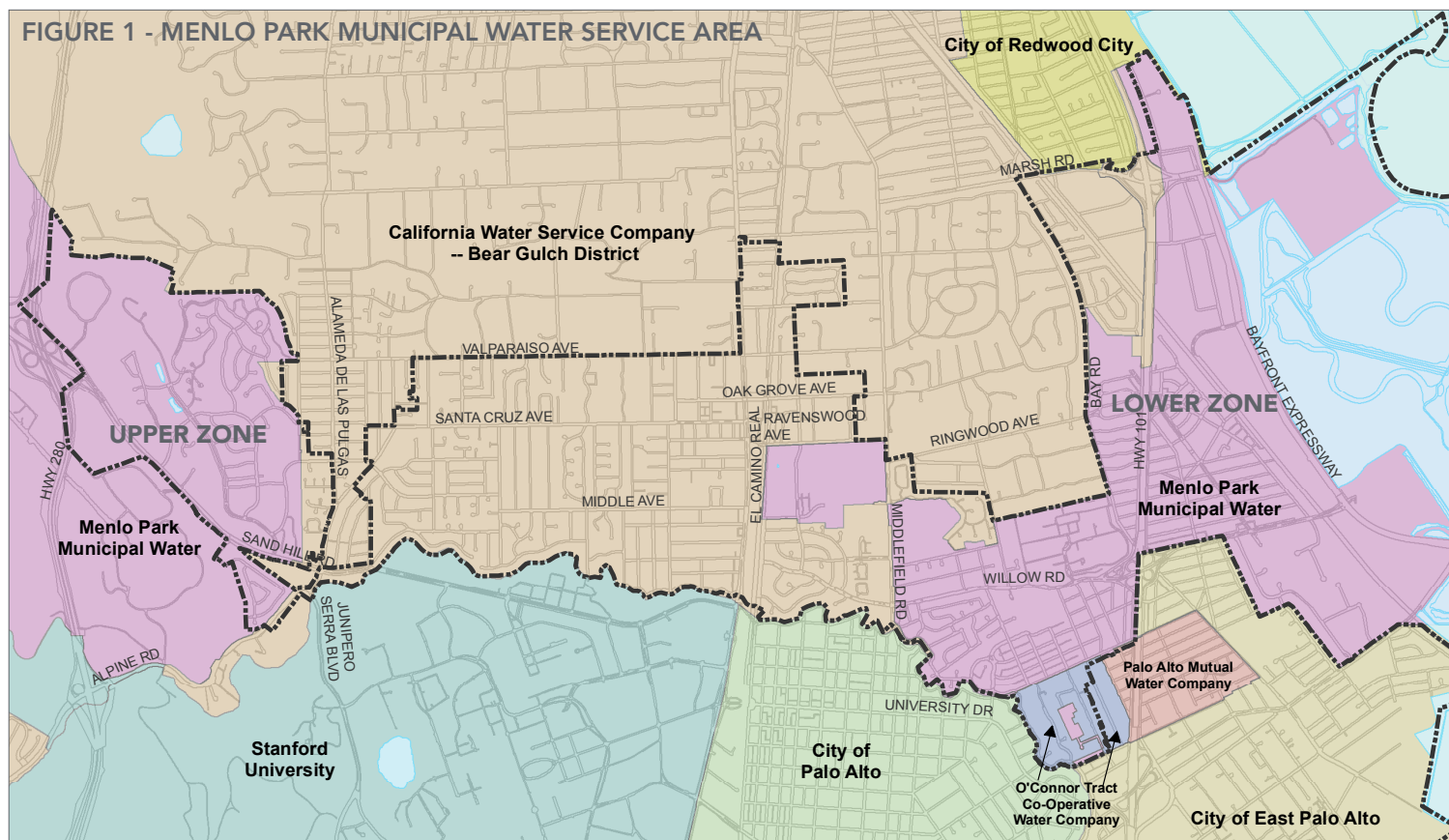
In 2018, Menlo Park Municipal Water supplied an average of 2.71 million gallons of water per day to more than 17,000 residents within two service areas; the upper zone and the lower zone (see Figure 1). The upper zone is located near Interstate 280 and includes the Sharon Heights area, and the lower zone is located east of El Camino Real. Other water providers within the City of Menlo Park are the California Water Service Bear Gulch District, O'Connor Tract Cooperative Water District, and Palo Alto Park Mutual Water Company.

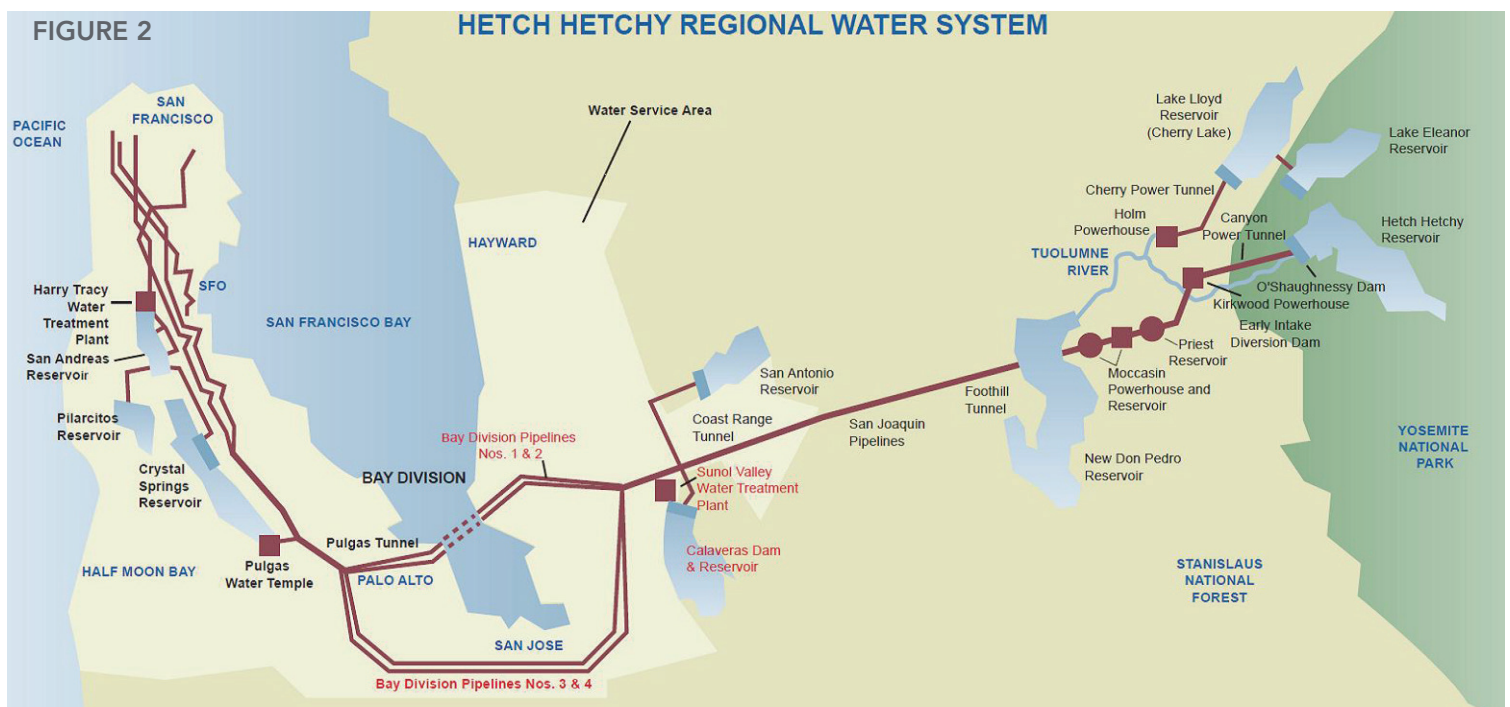
Menlo Park Municipal Water is committed to providing its customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Each year, Menlo Park Municipal Water provides a summary of the water quality sampling results and other information through an annual water quality Consumer Confidence Report. This Report was prepared in accordance with the Federal Safe Drinking Water Act and the California State Water Resources Control Board's Division of Drinking Water requirements. In 2018, Menlo Park Municipal Water collected and tested more than 800 water quality samples to ensure that the water we provide to our customers meets State and Federal standards.

OUR DRINKING WATER SOURCES AND TREATMENT

Supplied by the San Francisco Regional Water System, which is owned and operated by the San Francisco Public Utilities Commission (SFPUC), our major water source originates from spring Yosemite National Park snowmelt flowing down the Tuolumne River to storage in Hetch Hetchy Reservoir. The well protected Sierra water source is exempt from filtration requirements by the United States Environmental Protection Agency (USEPA) and the State Water Resources Control Board's Division of Drinking Water (SWRCB-DDW). To meet the appropriate drinking water standards for consumption, the water from Hetch Hetchy reservoir is treated by the SFPUC using the following processes: ultraviolet light and chlorine disinfection, pH adjustment for optimal corrosion control, fluoridation for dental health protection, and chloramination to maintain disinfectant residual and the formation of disinfection byproducts.

Hetch Hetchy water is supplemented with surface water from local watersheds and upcountry non-Hetch Hetchy sources (UNHHS). Rainfall and runoff from the 35,000-acre Alameda Watershed in Alameda and Santa Clara counties are collected in Calaveras Reservoir and San Antonio Reservoir before





delivery to the Sunol Valley Water Treatment Plant (SVWTP). In 2018, the UNHHS was not used. Water at treatment plant is subject to filtration, disinfection, fluoridation, optimum corrosion control, and taste and odor removal.

WATERSHEDS PROTECTION

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

WATER QUALITY

The SFPUC's Water Quality Division (WQD) regularly collects and tests 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 2018, WQD staff conducted more than 57,690 drinking water tests in the source, transmission, and distribution system. This is in addition to the extensive treatment process control monitoring performed by the SFPUC's certified operators and online instruments.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not

necessarily indicate that water poses a health risk. In order to ensure that tap water is safe to drink, the USEPA and SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

FLUORIDATION AND DENTAL FLUOROSIS

Mandated by State law, water fluoridation is a widely accepted practice proven to be safe and effective for preventing and controlling tooth decay. The SFPUC's fluoride target level in the water is 0.7 milligram per liter (mg/L, or part per million, ppm), consistent with the May 2015 State regulatory guidance on optimal fluoride level. Infants fed formula mixed with water containing fluoride at this level may still have a chance of developing tiny white lines or streaks in their teeth. These marks are referred to as mild to very mild fluorosis, and are often only visible under a microscope. Even in cases where the marks are visible, they do not pose any health risk.

The Centers of Disease Control (CDC) considers it safe to use optimally fluoridated water for preparing infant formula. To lessen this chance of dental fluorosis, you may choose to use low-fluoride bottled water to prepare infant formula. Nevertheless, children may still develop dental fluorosis due to fluoride intake from other sources such as food, toothpaste and dental products.

Contact your healthcare provider or SWRCB-DDW if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB-DDW website at www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml or the CDC website www.cdc.gov/fluoridation.



Contaminants and Regulations

Generally, the sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Such substances are called contaminants, and may be present in source water as:

- **MICROBIAL CONTAMINANTS**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **INORGANIC CONTAMINANTS**, such as salts and metals, that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **PESTICIDES AND HERBICIDES** that may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.
- **ORGANIC CHEMICAL CONTAMINANTS**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.
- **RADIOACTIVE CONTAMINANTS**, which can be naturally occurring or be the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline 800-426-4791, or at www.epa.gov/safewater.

DRINKING WATER AND LEAD

The SFPUC's annual monitoring of the water sources in 2018 continues to demonstrate that there is no lead detected. There are no known lead service lines in our distribution system. If lead was detected in tap water, it is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high quality drinking water, but we cannot control the variety of materials used in plumbing components. It is possible that lead levels at your home in the community may be higher than at others because of plumbing materials used in your property.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and young children are typically more vulnerable to lead in drinking water than the general population. You can minimize the potential for lead exposure, when your water has been sitting for several hours, by flushing your tap for 30 seconds to 2 minutes (or until the water temperature has changed) before using water for drinking or cooking. If you are concerned about lead levels in your water, you may wish to have your water tested. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the USEPA's Safe Drinking Water Hotline 800-426-4791, or at www.epa.gov/lead.

In May 2018, in order to meet California Health and Safety Code Section 116885 (Lead Service Lines in Public Water Systems), Menlo Park Municipal Water compiled an inventory of its water service lines to determine type of material. No lead service lines were found, but approximately 17% of the service lines are of unknown materials and further investigation is needed. Menlo Park Municipal Water will begin evaluating these service lines to determine if any are lead and complete that evaluation by July 1, 2020. If any lead service line is found, Menlo Park Municipal Water will schedule to replace the service line.

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

In January and February 2019, in order to meet California Health and Safety Code Section 116277 (Lead Sampling in Schools), Menlo Park Municipal Water performed lead sampling at three schools that had not previously sampled for lead. All results were below the lead action level. For lead results at a particular school, please contact the school directly.



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 health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline 800-426-4791 or at www.epa.gov/safewater.

KEY WATER QUALITY TERMS

The following are definitions of key terms referring to standards and goals of water quality noted on the data table.

Public Health Goal (PHG)

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

Maximum Contaminant Level Goal (MCLG)

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

Maximum Contaminant Level (MCL)

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

Maximum Residual Disinfectant Level (MRDL)

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG)

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS)

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Regulatory Action Level (AL)

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

Treatment Technique (TT)

A required process intended to reduce the level of a contaminant in drinking water.

Turbidity

A water clarity indicator that measures cloudiness of the water, and is also used to indicate the effectiveness of the filtration system. High turbidity can hinder the effectiveness of disinfectants.

Cryptosporidium is a parasitic microbe found in most surface water. The SFPUC regularly tests for this waterborne pathogen, and found it at very low levels in source water and treated water in 2017. However, current test methods approved by the USEPA do not distinguish between dead organisms and those capable of causing disease. Ingestion of *Cryptosporidium* may produce symptoms of nausea, abdominal cramps, diarrhea, and associated headaches. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water.

WHOLESALE AGENCY'S WATER QUALITY DATA FOR YEAR 2018

The table below lists all 2018 detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The SFPUC holds a SWRCB-DDW monitoring waiver for some contaminants and therefore their monitoring frequencies are less than annual.

Menlo Park Municipal Water

2018 Water Quality Data⁽¹⁾

The table below lists all 2018 detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The SFPUC holds a SWRCB-DDW monitoring waiver for some contaminants and therefore their monitoring frequencies are less than annual.

DETECTED CONTAMINANTS	UNIT	MCL	PHG OR (MCLG)	RANGE OR LEVEL FOUND	"AVERAGE OR [MAX]"	MAJOR SOURCES IN DRINKING WATER
TURBIDITY						
Unfiltered Hetch Hetchy water	NTU	5	N/A	0.3 -08 ⁽²⁾	[1.8]	Soil runoff
Filtered water from Sunol Valley Water Treatment Plant (SVWTP)	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 99.96% - 100%	[1] -	Soil runoff Soil runoff
Filtered water from Harry Tracy Water Treatment Plant (HTWTP)	NTU -	1 ⁽³⁾ Min 95% of samples ≤ 0.3 NTU ⁽³⁾	N/A N/A	- 100%	[0.07] -	Soil runoff Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total trihalomethanes	ppb	80	N/A	34.2 - 57.6	[51.6] ⁽⁴⁾	Byproduct of drinking water disinfection
Haloacetic acids	ppb	60	N/A	20.0 - 47.0	[35.7] ⁽⁴⁾	Byproduct of drinking water disinfection
Total organic carbon ⁽⁵⁾	ppm	TT	N/A	1.2 - 2.9	2.2	Various natural and man-made sources
MICROBIOLOGICAL						
Total coliform ⁽⁶⁾	# samples	> 1 sample per month is total coliform positive	(0)	-	0	Naturally present in the environment
<i>Giardia lamblia</i>	cyst/L	TT	(0)	0 - 0.24	0.03	Naturally present in the environment
INORGANICS						
Fluoride (source water) ⁽⁷⁾	ppm	2.0	1	ND - 0.7	0.3 ⁽⁸⁾	Erosion of natural deposits; water additive to promote strong teeth
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	2.4 - 2.9	[2.9] ⁽⁹⁾	Drinking water disinfectant added for treatment
CONSTITUENTS WITH SECONDARY STANDARDS						
Chloride	ppm	500	N/A	<3 - 17	8.9	Runoff / leaching from natural deposits
Color	Unit	15	N/A	<5 - 7	<5	Naturally-occurring organic materials
Specific conductance	μS/cm	1600	N/A	29 - 221	154	Substances that form ions when in water
Sulfate	ppm	500	N/A	0.9 - 29	16	Runoff / leaching from natural deposits
Total dissolved solids	ppm	1000	N/A	<20 - 144	82	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	ND - 0.3	0.1	Soil runoff

LEAD AND COPPER	UNIT	AL	PHG	RANGE	90TH PERCENTILE	MAJOR SOURCES IN DRINKING WATER
Copper	ppb	1300	300	ND - 73 ⁽¹⁰⁾	36.8	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	ND - 8.7 ⁽¹¹⁾	2.96	Internal corrosion of household water plumbing systems

CONSTITUENTS WITH SECONDARY STANDARDS	UNIT	ORL	RANGE	AVERAGE
Alkalinity (as CaCO ₃)	ppm	N/A	<3 - 132	51
Boron	ppb	1000 (NL)	ND - 104	ND
Bromide	ppb	N/A	<5 - 27	7
Calcium (as Ca)	ppm	N/A	2.9 - 18	11
Chlorate ⁽¹²⁾	ppb	800 (NL)	42 - 230	124
Chromium (VI) ⁽¹³⁾	ppb	N/A	0.031 - 0.1	0.068
Hardness (as CaCO ₃)	ppm	N/A	15 - 68	47
Magnesium	ppm	N/A	<0.2 - 6.2	4.0
pH	-	N/A	8.6 - 9.8	9.4
Potassium	ppm	N/A	0.2 - 1.0	0.6
Silica	ppm	N/A	2.8 - 7.1	5.0
Sodium	ppm	N/A	2.3 - 20	14
Strontium	ppb	N/A	12 - 199	99

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

FOOTNOTES:

- (1) All results met State and Federal drinking water health standards.
- (2) These are monthly average turbidity values measured every four (4) hours daily.
- (3) There is no turbidity MCL for filtered water. The limits are based on the TT requirements for filtration systems.
- (4) This is the highest locational running annual average value.
- (5) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the Sunol Valley Water Treatment Plant (SVWTP) only.
- (6) For systems collecting <40 samples per month.
- (7) In May 2015, the State Water Resources Control Board (SWRCB) recommended an optimal fluoride level of .07 ppm be maintained in the treated water. In 2018, the range and average of the fluoride levels were 0.6 ppm - 1.0 ppm and 0.7 ppm, respectively.
- (8) The natural fluoride levels in the Hetch Hetchy supply was ND. Elevated fluoride levels in the SVWTP and Harry Tracy Water Treatment Plant (HTWTP) raw water are attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs.
- (9) This is the highest running annual average value.
- (10) The most recent Lead and Copper Rule monitoring was in 2018. Zero of 32 site samples collected at consumer taps had copper concentrations above the regulatory action level.
- (11) The most recent Lead and Copper Rule monitoring was in 2018. Zero of 32 site samples collected at consumer taps had lead concentrations above the regulatory action level.
- (12) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFPUC for water disinfection.
- (13) Chromium (VI) has a PHG of 0.02 ppb but no MCL. The previous MCL of 10 ppb was withdrawn by the SWRCB-DDW on September 11, 2017. Currently, the SWRCB-DDW regulates all chromium through a MCL of 50 ppb for Total Chromium, which was not detected in our water in 2018

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



TASTE AND ODOR TREATMENT AT SUNOL VALLEY WATER TREATMENT PLANT (SVWTP)

In response to an increase in the magnitude and frequency of algal blooms in Calaveras Reservoir and San Antonio Reservoir, the SFPUC initiated a taste and odor (T&O) control program for the SVWTP in 2018. The program will address seasonal taste and odor resulting from algal blooms in the reservoirs. The first component of this program is to a Powdered Activated Carbon facility to mitigate the occurrence of taste and odor compounds. A secondary benefit of using carbon for treatment will reduce the color of the water and formation of disinfection byproducts. The long-term component of the program is an ozonation treatment facility that is currently in design phase.

BACKUP WATER SUPPLY - WELL CONSTRUCTION

In April 2019, construction began on the Menlo Park Municipal Water's emergency well facility at the City's Corporation Yard located at 333 Burgess Drive. The well was drilled in spring 2017, and this second and last phase of construction will install the well facility that includes disinfection equipment, emergency generator, associated piping, low water use landscaping and new fences and front entrance gate. Construction should be completed in September 2019. This backup well is the first of 2 to 3 wells that will provide backup water to residents and businesses located in the lower zone (the area east of El Camino Real) in the case that SFPUC water becomes unavailable due to earthquake or other unanticipated emergency. Visit www.menlopark.org/emergencysupplywells for more details.

WATER SYSTEM MASTER PLAN

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

ROOF REPLACEMENT PROJECT AT SAND HILL RESERVOIR NO. 2

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

AVOID FEES - PAY YOUR WATER BILL ON TIME

Water customers are responsible to ensure that monthly payments are paid on time to avoid penalties, additional fees, and to prevent possible disconnection of service. There are several payment options available as shown below. For more information, email water@menlopark.org or call 650-330-6750.

- **BY PHONE** – Call 650-330-0385 Monday–Friday 7:30 am–5:30 pm to pay by credit card**, e-check, or set up automatic payments
- **ONLINE** – at www.menlopark.org/gwfathom to pay by credit card**, e-check, and set up automatic payments
- **CITY HALL** – 701 Laurel St., Administration Building to pay by cash, check, e-check, or credit card**
- **PAYMENT DROPBOX** – place your check payment anytime in the drop box located in front of City Hall (Administration Building). Payment placed after business hours will be posted the next business day.

**Credit card payments incur a 2.8% convenience fee

Our overdue billing process is described below. Please pay your monthly water bill on time to avoid penalties and fees.

1. Bill overdue by 1 day – Delinquent notice mailed to account holder and service address.
2. Bill overdue by 10 days – Door tag delivered to service address. Water account will be charged \$25 for the door tag and delivery. Automated daily phone calls (1x per day) begin.
3. Bill overdue by 25 days – Meter will be disconnected, and door tag delivered to service address. Prior to restoring service, customer must pay the full account balance plus a reconnection fee (\$108 for next day service during business hours, or \$270 for same day, evening, or week end service).

WATER RATES INCREASE ON JULY 1, 2019

The table below shows the new water rates for Menlo Park Municipal Water effective July 1, 2019. Visit www.menlopark.org/waterrates for more information.

METER SIZE	
MONTHLY FIXED METER	
5/8"	\$28.21
3/4"	\$28.21
1"	\$47.03
1-1/2"	\$94.05
2"	\$150.46
3"	\$282.14
4"	\$471.15
6"	\$940.45
8"	\$1,504.70
10"	\$2,163.01
MONTHLY FIXED UNMETERED FIRE CHARGE	
1-1/2"	\$16.93
2"	\$27.08
3"	\$50.79
4"	\$84.81
6"	\$169.28
8"	\$270.85
10"	\$389.34
12"	\$727.90
WATER CONSUMPTION CHARGE \$ PER CCF ¹	
Tier 1: 0 - 6 ccf	\$5.57
Tier 2: Over 6 ccf	\$7.98
WATER CAPITAL SURCHARGE \$ PER CCF ¹	
All Usage	\$1.50
DROUGHT SURCHARGES ²	
Stage 1: No drought	No surcharge
Stage 2: Up to 10% conservation goal	\$0.36
Stage 3: Up to 20% conservation goal	\$0.85
Stage 4: Up to 30% conservation goal	\$1.48
Stage 5: Up to 50% conservation goal	\$3.50

¹ 1 ccf (hundred cubic feet) = 748 gallons

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

WATER CONSERVATION REGULATIONS CONTINUE

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

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

LAWN BE GONE (TURF REPLACEMENT PROGRAM)

Save water by removing your grass! Replace your lawn with beautiful, drought-tolerant landscaping and receive a rebate based on the square footage of lawn replaced (\$2.00 per square foot). To receive the rebate, you must submit an application and receive a Notice to Proceed before removing your lawn. For more information about the program, see the program's Frequently Asked Questions (FAQs). To apply, visit http://bawsc.org/uploads/userfiles/files/Lawn%20be%20Gone/FINAL_Revised_LBG_FAQs_July2014.pdf.

INDOOR TIPS TO CONSERVE WATER

- Replace standard toilets with WaterSense-labeled toilet, install a toilet take water-saving insert, or replace old, leaky toilet flappers—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.
- Replace clothes washers with an EnergyStar-labeled washer and only wash a full load of clothes.
- Replace standard showerheads with WaterSense-labeled showerheads and reduce the length of showers or turn off the water while washing your hair (saves up to 150 gallons per month).
- Install WaterSense-labeled faucets or aerators on all faucets, and reduce the amount of time the faucet is running by two minutes per person per day.
- Use a fully loaded dishwasher or separated wash/rinse tubs for washing dirty dishes.
- Recycle indoor water outdoors: put a bucket in your shower and use it to water plants.
- Use the garbage disposal sparingly. Instead, compost vegetable food waste and save gallons of water every time.

OUTDOOR TIPS TO CONSERVE WATER

- Let your lawn go dormant. Brown is the new green! Dormant grass only needs to be watered every three to four weeks, less if it rains.
- Replace most outdoor turfgrass and plants with water-wise landscaping (i.e. native plants) and irrigate by hand, only as needed.
- Repair leaky or broken sprinkler heads.
- Install hose nozzles with automatic shut off valves.
- Install a drip irrigation system for non-turfgrass plants.
- Water in the early morning or late in the evening to reduce evaporation.
- To clean walkways, driveways, and entrances, use a broom rather than hosing off areas.
- Use a commercial car wash that recycles water. Or, wash your car on the lawn to water your grass at the same time.
- Use a pool cover for your swimming pool to reduce evaporation.

WATER POLLUTION PREVENTION - KEEP OUR STORM SYSTEM CLEAN

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

- Litter (e.g. cans, paper, plastic bags, and cigarette butts)
- Chemicals (e.g. detergents, automotive fluids, and fertilizers)
- Organic waste (e.g. leaves, lawn and garden clippings, and animal excrement)
- Follow these tips to help reduce pollution and dispose of items properly:
- Clean up automotive leaks and keep your vehicle in good working order
- Dispose of cigarette butts and litter properly
- Dispose of hazardous waste properly
- Wash cars at the car wash
- Install more pervious surface
- Keep storm drains clear of debris
- Pick up after your pet
- Use less toxic cleaners and pesticides
- Find a paint drop off site
- Find a motor oil and filter recycling location
- Find a cooking oil recycling location
- Visit www.flowstobay.org/toxic for more information about household hazardous waste

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

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





Menlo Park Municipal Water

701 Laurel St.
Menlo Park CA 94025

CONTACT US

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

Billing:

- 650-330-0385
- www.menlopark.org/waterpayment

Maintenance:

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

GET INVOLVED

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



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

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