

REDUCING LEAD FROM PLUMBING FIXTURES

exposure is available from the Safe Drinking Water Hotline 800-426-4791, or at www.epa.gov/safewater/lead.

CRYPTOSPORIDIUM

WATER QUALITY REPORT 2011

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City of Burlingame
501 Primrose Road
Burlingame, CA 94010

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FOR MORE INFORMATION

If you would like additional information or if you have any questions concerning the City of Burlingame's testing data or water system, please call the Public Works Department at (650) 558-7670, or write to City Hall, Public Works Department, Water Quality Report, 501 Primrose Road, Burlingame, CA 94010. You may also wish to visit the City's website at www.burlingame.org The City of Burlingame City Council meets twice a month on the first and third Monday at 7:00 p.m. in the Council Chambers at City Hall.

Decisions about water quality issues are made from time to time in public meetings of the San Francisco Public Utilities Commission (SFPUC). The SFPUC meets twice a month on the second and fourth Tuesday at 1:30 p.m. Meetings are held at San Francisco City Hall, Room 400. Inquiries about these meetings can be made by calling the office of the Commission Secretary at (415) 554-3165 or visit their website at www.sfwater.org

Do you want to learn more about drinking water regulations? Visit the California Department of Health Services at www.dhs.ca.gov or the U.S. Environmental Protection Agency website at www.epa.gov

City of Burlingame

Rob Mallick – Public Works Superintendent. (650) 558-7670
City of Burlingame website. www.burlingame.org

San Francisco Public Utilities Commission

Water Quality Bureau.....	(650) 872-5950
Customer Service Bureau.....	(415) 551-3000
Website.....	www.sfwater.org

California Department of Public Health

District 17 - Santa Clara/San Mateo	(510) 620-3474
Home Treatment Device Certification Unit.....	(916) 327-1140
Website	www.dhs.ca.gov

Safe Drinking Water Hotline (800) 426-4791
Website www.epa.gov



OUR MISSION: Quality Water

The City of Burlingame in coordination with the San Francisco Public Utilities Commission (SFPUC) is pleased to present our 2011 Annual Water Quality Consumer Confidence Report. We want our customers to know where their water comes from, how it is treated to ensure it is top quality and the results of water quality monitoring performed by the City of Burlingame and the SFPUC. With this knowledge, consumers can make health decisions concerning their water use. During 2011 the SFPUC and the City of Burlingame monitored the water quality by collecting health samples. The City of Burlingame collected 865 water quality samples and we are very pleased to announce that the City of Burlingame has met all Federal (USEPA) and State drinking water health standards in 2011. The City of Burlingame and the SFPUC is committed to customer service and providing you with high quality 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。

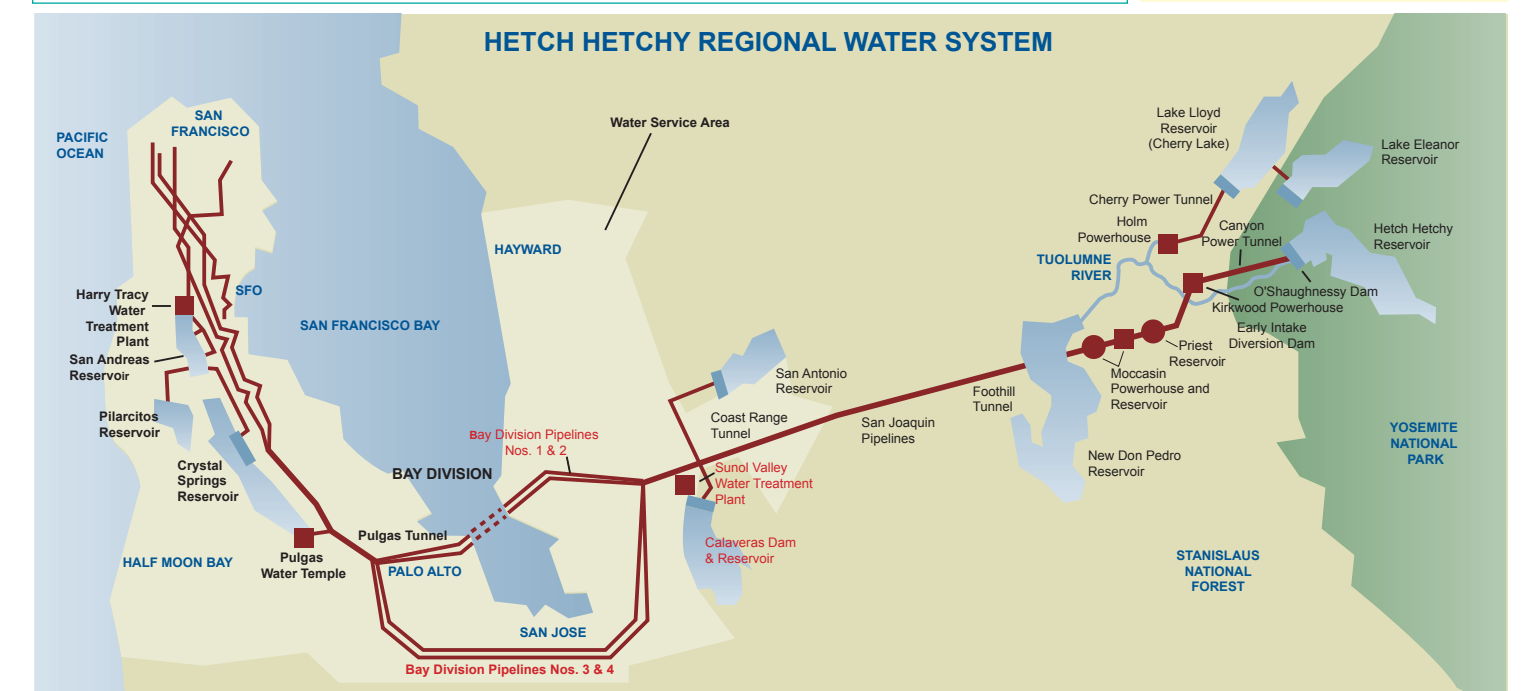
BURLINGAME'S WATER SOURCES

The sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, streams, ponds, reservoirs, springs, and wells. The major source of your water supply originates from spring snowmelt flowing down the Tuolumne River to the Hetch Hetchy Reservoir, where it is stored. This pristine Sierra water source meets all federal and state criteria for watershed protection. The SFPUC maintains stringent disinfection treatment practices, extensive bacteriological-quality monitoring, and high operational standards. As a result, the CDPH and USEPA have granted the Hetch Hetchy water source a filtration exemption. In other words, the source is so clean and protected that filtration of water from the Hetch Hetchy Reservoir is not required.

The Hetch Hetchy water is supplemented with surface water from two local watersheds. Rainfall and runoff from the Alameda Watershed - within the greater 128,424-acre Southern Alameda Creek Watershed and spanning more than 35,000 acres in Alameda and Santa Clara counties - are collected in the Calaveras and San Antonio reservoirs and treated at the Sunol Valley Water Treatment Plant.

Rainfall and runoff from the 23,000-acre Peninsula Watershed in San Mateo County are stored in Crystal Springs, San Andreas, and Pilarcitos reservoirs and treated at the Harry Tracy Water Treatment Plant.

In 2011, the Hetch Hetchy Watershed provided the majority of the total water supply, with the remainder contributed by the two local watersheds.



BURLINGAME WATER SYSTEM SERVICE AREA

The City of Burlingame purchases all of its water from the San Francisco Public Utilities Commission (SFPUC). The SFPUC has several large pipelines running through town. We have six metered connections at various locations throughout the city. These connections feed directly into the Aqueduct zone (Purple area on map). Water is pumped to the higher elevations by booster pump stations and to storage reservoirs. To regulate the pressure in the higher elevations we have several pressure reducing valves.

ENSURING THE HIGHEST WATER QUALITY

WATER QUALITY: CONTAMINANTS AND REGULATIONS

SFPUC Water Quality Division regularly collects and tests water samples from reservoirs and designated sampling points throughout the system to ensure that the water delivered to you meets or exceeds federal and state drinking water standards. In 2011, Water Quality staff conducted more than 69,875 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 and online instruments.

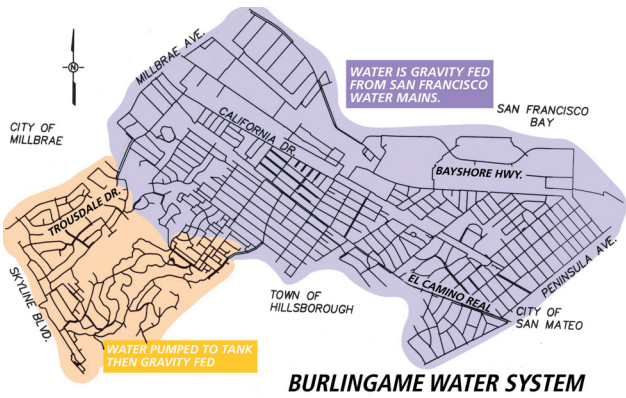
As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Such substances are called contaminants. Drinking water, including 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.

In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and 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 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 800-426-4791.

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 U.S. Environmental Protection Agency (USEPA) and the California Department of Health Services (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).



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 (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.

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

TURBIDITY: A water clarity indicator that is also used to indicate the effectiveness of the filtration plants. High turbidity can hinder the effectiveness of disinfectants.

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

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/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 or at www.epa.gov/safewater.

2011 WATER QUALITY DATA FOR WHOLESALE CUSTOMERS' CCR USE

The attached table lists all 2011 detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits are not shown, in accord with the California Department of Public Health (CDPH) guidance. The CDPH allows the SFPUC to monitor for some contaminants less than once per year because their concentrations do not change frequently. We received from the CDPH a monitoring waiver for some contaminants that were absent in the water.

DETECTED CONTAMINANTS	Unit	MCL	PHG or (MCLG)	Range or Level Found	Average or (Max)	Major Sources in Drinking Water
TURBIDITY						
For Unfiltered Hetch Hetchy Water	NTU	5	N/A	0.2 - 0.7 ⁽²⁾	[2.1] ⁽³⁾	Soil runoff
For Filtered Water from Sunol Valley Water Treatment Plant (SVWTP)	NTU	1 ⁽⁴⁾ min 95% of samples ≤0.3 NTU ⁽⁴⁾	N/A N/A	- 99.9% - 100%	[0.36] -	Soil runoff Soil runoff
For Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	NTU	1 ⁽⁴⁾ min 95% of samples ≤0.3 NTU ⁽⁴⁾	N/A N/A	- 100%	[0.18] -	Soil runoff Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR (SFPUC Regional System) - for information only						
Total Trihalomethanes	ppb	80	N/A	10 - 84	[45] ⁽⁵⁾	Byproduct of drinking water chlorination
Haloacetic Acids	ppb	60	N/A	4 - 59	[33] ⁽⁵⁾	Byproduct of drinking water chlorination
Total Organic Carbon ⁽⁶⁾	ppm	TT	N/A	2.6 - 2.9	2.7	Various natural and man-made sources
DISINFECTION BYPRODUCTS AND PRECURSOR (City of Burlingame)						
Total Trihalomethanes	ppb	80	N/A	43.0 - 67.8	53.9 ⁽⁵⁾	Byproduct of drinking water chlorination
Haloacetic Acids	ppb	60	N/A	26.0 - 53.2	43.9 ⁽⁵⁾	Byproduct of drinking water chlorination
Total Organic Carbon ⁽⁶⁾	ppm	N/A	N/A	2.6 - 2.9	2.7	Various natural and man-made sources
MICROBIOLOGICAL (City of Burlingame)						
Total Coliform	-	≤5.0% of monthly samples	[0]	0 - 2.3	2.3	Naturally present in the environment
Giardia lamblia	cyst/L	TT	[0]	ND - 0.07	[0.07]	Naturally present in the environment
INORGANIC CHEMICALS						
Fluoride (source water)	ppm	2.0	1	ND - 0.15	ND ⁽⁷⁾	Erosion of natural deposits
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	1.80 - 2.07	1.98 ⁽⁵⁾	Drinking water disinfectant added for treatment
RADIONUCLIDES						
Radium-226	pCi/L	N/A	0.05	ND - 1.2	<1	Erosion of natural deposits
CONSTITUENTS WITH SECONDARY STANDARDS						
Aluminum ⁽⁹⁾	ppb	200	600	ND - 53	<50	Erosion of natural deposits
Chloride	ppm	500	N/A	3 - 16	9.5	Runoff / leaching from natural deposits
Color	unit	15	N/A	<5 - 6	<5	Naturally-occurring organic materials
Specific Conductance	µS/cm	1600	N/A	33 - 316	179	Substances that form ions when in water
Sulfate	ppm	500	N/A	1.6 - 38.7	18.2	Runoff / leaching from natural deposits
Total Dissolved Solids	ppm	1000	N/A	27 - 174	95	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	0.07 - 0.33	0.16	Soil runoff
LEAD AND COPPER (City of Burlingame)						
Copper	ppb	1300	300	3.5 - 188	60.6	Corrosion of household plumbing systems
Lead	ppb	15	0.2	<1 - 19.6 ⁽¹⁰⁾	2.1	Corrosion of household plumbing systems
OTHER WATER QUALITY PARAMETERS						
Alkalinity (as CaCO3)	ppm	N/A	8 - 98	49		
Bromide	ppb	N/A	<10 - 17	<10		
Calcium (as Ca)	ppm	N/A	2 - 26	12		
Chlorate ⁽¹¹⁾	ppb	(800) NL	92 - 357	150		
Hardness (as CaCO3)	ppm	N/A	8 - 104	53		
Magnesium	ppm	N/A	0.3 - 9	4.6		
pH	-	N/A	8.2 - 8.7	8.5		
Potassium	ppm	N/A	0.34 - 1.2	0.6		
Silica	ppm	N/A	4.1 - 7.6	5.7		
Sodium	ppm	N/A	3 - 22	13		

Note:
(1) All results met State and Federal drinking water health standards.
(2) Turbidity is measured every four hours. These are monthly average turbidity values.
(3) This is the highest turbidity of the unfiltered water served to customers in 2011. This turbidity spike was the result of flow rate change, and it was not observed downstream at Alameda East.
(4) There is no turbidity MCL for filtered water. The limits are based on the TT requirements in the State drinking water regulations.
(5) This is the highest quarterly running annual average value.
(6) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the SVWTP only. These are compliance data for SVWTP raw water.

(7) 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 ppm - 1.5 ppm. In 2011, the range and average of our fluoride levels were 0.6 ppm - 1.3 ppm and 1.0 ppm, respectively.
(8) The naturally occurring fluoride levels in the Hetch Hetchy and SVWTP raw water were ND and 0.12 ppm, respectively. The HTWTP raw water had elevated fluoride levels of 0.6 ppm - 0.8 ppm due to the continued supply of the fluoridated Hetch Hetchy & SVWTP treated water into the Lower Crystal Springs Reservoir, which supplies water via the San Andreas Reservoir to the HTWTP for treatment.
(9) Aluminum also has an MCL of 1000 ppb.
(10) The most recent Lead and Copper Rule monitoring was in 2010. 1 of 30 water samples collected at consumer taps had lead concentrations above the Action Level.
(11) The detected chlorate in treated water is a degradation byproduct 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 Burlingame water system phone number (650) 558-7670

BURLINGAME WATER QUALITY ASSURANCE PROGRAM

Burlingame Water Quality Assurance Objectives:

- To conduct our water quality monitoring program to assure the water delivered to you meets all water quality standards as determined by the California Department of Health Services and the Federal Environmental Protection Agency.
- To maintain the existing water system infrastructure to assure that it continues to reliably deliver quality water to our customers.
- To construct capital projects that ensure the water system meets water quality standards and continues to reliably deliver quality water in the future.

WATERSHEDS PROTECTION

The SFPUC actively protects the water resources entrusted to its care. Hetch Hetchy Watershed is surveyed annually to evaluate the sanitary conditions, water quality, potential



Hetch Hetchy Reservoir from O'Shaughnessy Dam

HOW CAN WE PRESERVE OUR MOST PRECIOUS NATURAL RESOURCE?

- Don't over-water your lawn and water early in the morning or at night to avoid excess evaporation. When planting use drought tolerant vegetation.
- Fully load the dishwasher and clothes washer before running them.
- When brushing your teeth or washing dishes by hand, don't let the water run. Taking shorter showers can save 2.5 gallons per minute.
- Stop leaks. Repair dripping faucets and leaking toilets as soon as possible.
- If you have a swimming pool, use a cover. You will cut the loss of water by evaporation by 90 percent.

You can obtain a free water conservation kit and shower head retrofit kit by calling (650) 558-7670. The City of Burlingame also provides residential rebates for low flush toilet and high efficiency clothes washer purchases
Further water conservation information can be found at the following websites: <http://www.sfwater.org>, <http://www.h2ouse.org>, <http://www.bawsc.org>

BOTTLE WATER

Drinking water, including bottle 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 by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

STORING EMERGENCY WATER SUPPLIES

Although the SFPUC strives to ensure a reliable supply of water for our customers, a natural disaster such as a major earthquake could interrupt water delivery. Residents are encouraged to store drinking water in case of an emergency. The SFPUC recommends storing at least three days worth of water (one gallon of water per person, per day, including pets) in food-grade plastic containers, such as two-liter soda bottles, and replacing supplies every six months. To learn more about emergency preparedness for yourself and your family, visit www.72hours.org.