2004 Annual Drinking Water Quality Report
Dear Customers,

We at the City of San Diego Water Department are pleased to present you with the Annual Drinking Water Quality Report for 2004, also known as the Consumer Confidence Report. The U.S. EPA and the California Department of Health Services (CDHS) require that all water agencies produce an annual report on the previous year informing customers about the quality of their drinking water.

A Message from the Director

In the following pages you will find important information about the origin of your water, the composition of your water, and the steps we take to protect your health and safety with our water treatment process and water quality monitoring and testing. Here are the highlights for the year:

WATER QUALITY

Last year, the Water Department’s Water Quality Laboratory conducted more than 218,000 tests for 425 different kinds of potential drinking water contaminants. We did not detect any chemical or biological contaminants at levels greater than the allowed maximum contaminant levels (MCLs) set by CDHS, except that a single sample tested positive for E. coli bacteria (refer to page 10 for detailed explanation). This report contains a detailed summary of our water quality monitoring and testing.

CONTINUOUS IMPROVEMENT

We work hard to provide you with safe, reliable, cost-effective water and outstanding customer service in an environmentally sensitive manner. We are also committed to continually improving our services and operations. To do this, we initiated three management programs last year: A Department-wide Strategic Business Plan (SBP); a Bid To Goal (BTG) program; and an ISO 14001: 2004 program. The latter two programs were both spearheaded by our Operations Division. The SBP is a road map laying out specific goals, strategies and tactics for maximizing our resources and successfully serving our customers. The BTG program is a five-year performance-based plan to control costs, improve services, and become a ‘Best-in-Class’ utility. We are also the first utility in the nation to integrate ISO 14001: 2004 Certification within the BTG initiative. The certification comprises the implementation of an international set of standards designed to manage environmental issues, within the BTG initiative. For this effort, we were honored by the Association of Metropolitan Water Agencies (AMWA) with the 2004 Gold Award for Competitiveness Achievement.

In this report, you will also read about how we continue to improve our water operations and distribution systems through our Capital Improvements Program (CIP). It also addresses our ongoing efforts to protect the environment through watershed and source water protection, water conservation, and storm water pollution prevention.

Our top priority is providing quality water to all of our customers, and this report demonstrates our commitment to this. If you have any questions about this report, or water quality in the City of San Diego, please contact our Public Information Office at (619) 527-3121, or visit us on the web at www.sandiego.gov/water.

Sincerely,

Frank Belock, Jr.
Director, City of San Diego Water Department
Why is There Anything in My Water?

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. Water can also pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source waters include:

- **Microbial contaminants**, such as viruses and bacteria, which 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 storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **Pesticides, herbicides and fungicides**, which may come from a variety of sources such as agriculture, urban runoff, and residential uses.
- **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.
- **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 storm water runoff and septic systems.

In order to ensure that tap water is safe to drink, the CDHS prescribes regulations which limit the amount of certain contaminants in the water provided by public water systems. The City of San Diego’s Water Department treats water according to the CDHS regulations. The CDHS Food and Drug Branch regulations establish limits for contaminants in bottled water which must provide the same protection for public health as tap water. For information log onto the CDHS website at: www.dhs.ca.gov/fdb.
Source water is untreated water from streams, rivers, lakes, or underground aquifers which is used to supply public drinking water.

**Our Source Water**

Source water is untreated water from streams, rivers, lakes, or underground aquifers which is used to supply public drinking water.

Our **Source Water**

Watersheds and Reservoirs

The City of San Diego has nine drinking water reservoirs: Barrett, El Capitan, Hodges, Miramar, Morena, Murray, Otay, San Vicente, and Sutherland. These reservoirs capture local rainwater and runoff to supply up to 20 percent of the City’s water. The reservoirs are important components of the regional water supply system. However, the quality of water stored in these reservoirs can be negatively impacted by residential and commercial development and routine activities in the watershed land areas that drain into them.

A watershed is an area of land that drains water (and everything collected in the water) to an outlet, typically a lake, river, bay or the ocean. Anyone visiting or occupying our local watersheds can negatively impact the quality of water stored in these reservoirs. It is important for residents to keep in mind that any chemicals, pesticides, animal waste, trash, soaps and detergents that are dumped onto the ground or into streams can affect our drinking water supply.

San Diego residents can do their part to protect watershed areas and our drinking water supply by properly disposing of pet waste, chemicals and trash. The City of San Diego is also doing its part to protect watershed areas. We are using more energy efficient and pollutant free engines in the watercraft we use in our local reservoirs and have developed voluntary source water protection guidelines for new construction projects in our region. Additionally, we are taking the lead in the development of the San Dieguito Watershed Management Plan and establishing a watershed boundary signage program. For more information on watersheds and protecting our water supply, log onto the following websites:

- [www.thinkbluesd.org](http://www.thinkbluesd.org)
- [www.projectcleanwater.org](http://www.projectcleanwater.org)
- [www.epa.gov/owow/watershed](http://www.epa.gov/owow/watershed)
- [www.dhs.ca.gov](http://www.dhs.ca.gov)
- [map.sdsu.edu/group2001/group3/](http://map.sdsu.edu/group2001/group3/)
One critical component of CIP includes the replacement of cast iron pipelines throughout the City. Out of 160 miles of cast iron water pipes, the Water Department has replaced 87 miles, some of which had been in service for over 100 years. For more information on a specific water pipeline replacement program in your neighborhood, contact the Group Job Hotline at (619) 533-4679.

Following is a list of completed pipeline projects:

- Black Mountain Ranch Gap Reclaimed Water Pipeline
- El Capitan Reservoir Outfall Pipeline
- Bonita Pipeline Phase II
- Copley Drive Reclaimed Water Pipeline
- Encanto Park Pipeline
- Miramar Road Water Transmission Pipeline
- Reclaimed Waterline Extension Group 2
- Redwood Village Standpipe Phase I & II
- Science Center Drive Reclaimed Water Pipeline
- South San Diego Pipeline No. 2
- Town View Lane Pipeline

Pump stations located throughout the City help transport water from water treatment plants to storage reservoirs and ultimately to customers. CIP has completed work on the following pump station projects:

- 60th & Henrich Water Pump Station
- Bayview Water Pump Station Replacement
- Canary Island Reclaimed Water Pump Station
- Carlsbad Water Pump Station
- Deerfield Water Pump Station
- Del Cerro Highlands Water Pump Station
- Ocean View Hills Parkway Water Pump Station
- Waring Road Water Pump Station

Improving the reliability of any water system almost always includes improvements to existing reservoirs and the construction of new storage tanks. Since its inception, CIP has completed work on the following reservoirs:

- Bayview Reservoir Replacement
- Del Cerro Reservoir Rehabilitation
- Earl Thomas Reservoir
- La Jolla Country Club Reservoir Emergency Project
- Peresquitos Reservoir Upgrade
- Point Loma Reservoir Rehabilitation
- San Carlos Reservoir Rehabilitation
- Scipri Reservoir Rehabilitation
- Soledad Reservoir Rehabilitation

Perhaps the greatest achievement of the Water Department’s CIP to date has been its commitment to expand and upgrade the City’s three water treatment plants in order for San Diego to keep up with the demand from the City’s growing population. From the start of construction, CIP has successfully maintained the Alhambra, Miramar, and Otay Water Treatment Plants as fully operational, delivering clean, safe water to all of San Diego’s 1.3 million residents. Once all upgrades are complete the treatment plants will have the capacity to treat up to 455 million gallons a day (mgd), that’s an increase of 155 mgd. Work on the treatment plants continues to move forward with several years left on each construction contract.

As of mid-December 2004, the Water Department has ceased awarding new contracts for the CIP program so that the City does not obligate itself to contracts it may not be able to fully fund without additional financing. The Water Department will continue work on the vital water treatment plants and major pipelines in Fiscal Years 2005 and 2006 that are pursuant to existing phase funded contracts. Due to the lack of current published financial statements and the completion of related audits and investigations, the Water Department is unable to secure bonds for new projects. For more information on CIP projects, call (619) 533-4679.

Watershed Sanitary Survey

In 2003, the City of San Diego updated its Watershed Sanitary Survey. This survey examines the potential sources of contaminants in the watersheds draining to the nine reservoirs maintained by the City. The EPA requires that this survey be completed once every five years. The Executive Summary of the document can be obtained by contacting the Water Department’s Public Information Office at (619) 527-3121. The complete Watershed Sanitary Survey is available on CD-ROM (free of charge) and the Executive Summary can be found on our website at www.sandiego.gov/water. We encourage all San Diegans to take an active role in supporting pollution prevention programs in their communities and to learn more about protecting their local sources of water.

Drinking Water Source Assessment Program

Out of the nine reservoirs, there are five primary reservoirs and one groundwater well that directly supply water to our three water treatment plants. Federal and state regulations require the preparation of source water assessments for each of these sources. The California Department of Health Services (CDHS) is mandated to do this work; however, the Water Department volunteered to assist CDHS by completing the assessments.

The Drinking Water Source Assessments for El Capitan, Miramar, Murray, Otay, and San Vicente Reservoirs were completed in June 2002. The assessment for El Cajon Well was completed in February 2003. To receive copies of the assessments, call the Public Information Office at (619) 527-3121 or send an email to water@sandiego.gov.

For a more comprehensive description of the source waters supplying our treatment plants, including Watershed Sanitary Surveys and Source Water Protection Guidelines, log on to www.sandiego.gov/water.

Storm Water Protection

Storm water pollution is a problem that affects all of us. Keeping our waters clean from pollutants has become increasingly difficult. When it rains, water flows over our streets and yards and carries the pollutants it picks up into our storm drains, polluting our watersheds and beaches.

WHAT ARE STORM DRAINS?

Storm drains are not connected to the sewer system so water that runs into storm drains flows into our beaches and bays untreated. The City of San Diego’s Storm Water Pollution Prevention Program is leading the way to cleaner recreational waters. The City of San Diego Water Department is doing our part, and we’ve begun changing our procedures and utilizing new equipment to protect storm drains and water ways during planned and unplanned water discharges. This equipment includes sweepers used to clean the streets at Water Department facilities and on public streets after water main breaks.

HOW CAN YOU HELP?

You can be a part of the solution and stop pollutants from entering our storm drain system by following these five simple Best Management Practices (BMPs):

- Sweep-up or wet mop. Do not use a water hose to clean your driveways, sidewalks, curbs and gutters.
- Litter is not harmless. Sweep-up trash and debris near your home before it gets washed into the storm drain. Be a part of the solution.
- Pick-up after your pets. Animal waste contributes to beach closures.
- Have the sewer lateral at your home inspected for cracks or blockages. Sewage spills enter the storm drain conveyance system and close beaches.
- Don’t feed the birds at local parks, beaches and lakes. Nature provides what they need in abundance.

Remember, what you leave behind can potentially be discharged into the storm drain.

For more information about the Storm Water Pollution Prevention Program or to report illegal discharges into the storm drain system, please call (619) 235-1000 or log onto www.thinkbluesd.org. For information on water conservation, log onto www.sandiego.gov/water/conservation.
How do I Read the Tables?

The tables on the following pages list contaminants which: 1) have associated Primary Maximum Contaminant Levels (MCLs) that are regulated and 2) were detected by the City of San Diego’s Water Quality Laboratory. Contaminants were detected at or above the CDHS Detection Limits for Purposes of Reporting (DLRs) during the calendar year 2004. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants in the drinking water does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline (800) 426-4791 or by visiting the EPA’s website at www.epa.gov/safewater/hfacts.html.

California action levels are available on the CDHS website www.dhs.ca.gov/ps/ddwem/index.htm. Unless otherwise noted, the data presented in these tables are from testing done January 1 through December 31, 2004.

Our Water Treatment Process

San Diego uses a water treatment process similar to other large water utilities around the nation. The process produces safe drinking water by removing potentially harmful organisms and substances both in the water and attached to particles in the water.

Raw water, whether from our reservoirs or outside sources, is disinfected with chlorine to kill disease-causing organisms and to reduce disagreeable tastes and odors.

Particles in the water have negative electrical charges and repel each other. To remove them, positively charged chemicals, ferric chloride and organic polymer, are mixed with the water to neutralize the negative charges and allow clumps of particles to form. The clumps then settle out or are filtered out of the water.

Ammonia is added to the water after filtration to react with chlorine to produce chloramines. Chloramines are used to continue disinfecting the water throughout the distribution pipelines so that it remains safe to drink when it reaches the consumer’s tap. Sodium hydroxide is added to the water to protect pipes, plumbing fixtures and appliances from corrosion (rust).

Our 2004 Water Quality Data

How do I Read the Tables?

The tables on the following pages list contaminants which: 1) have associated Primary Maximum Contaminant Levels (MCLs) that are regulated and 2) were detected by the City of San Diego’s Water Quality Laboratory. Contaminants were detected at or above the CDHS Detection Limits for Purposes of Reporting (DLRs) during the calendar year 2004. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants in the drinking water does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline (800) 426-4791 or by visiting the EPA’s website at www.epa.gov/safewater/hfacts.html.

California action levels are available on the CDHS website www.dhs.ca.gov/ps/ddwem/index.htm. Unless otherwise noted, the data presented in these tables are from testing done January 1 through December 31, 2004.
Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people, some people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk. These people should seek advice about drinking water from their health care providers. EPA/CFR/Health Effects (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and Giardia and other microbial contaminants are available from the EPA’s Safe Drinking Water Hotline (800) 426-4791. During calendar year 2004, the City of San Diego analyzed all of our source waters for Cryptosporidium and Giardia. We detected no Giardia cysts or Cryptosporidium oocysts in any of our source water monthly samples.

Water Quality In The News

The City of San Diego Water Department routinely collects and tests water samples to ensure the safety of our drinking water. Samples are tested for Primary (health-related) Maximum Contaminant Levels (MCLs). In November 2004, the City exceeded the total Coliform Rule MCL. In January 2005, the California Department of Health Services (CDHS) issued a citation to the Water Department for the MCL violation and for failing to notify CDHS within the required 24-hour period.

Although this incident occurred in the Fall of 2004, we want you to know what happened and what we’ve done to correct this situation. And, we want you to know that our goal is to continually improve our methods and procedures for monitoring water quality in our system.

The incident began on November 8, 2004, when a routine water sample collected on Desert View Drive in La Jolla tested positive for total coliform bacteria (see page 11). A single positive sample is not an MCL violation, nor is it necessarily an indication of problems in the system. The Federal and State laws allow for up to 5% of all samples to test positive for total coliform occurrences. However, whenever total coliforms are detected, the law requires that repeat samples be taken at nearby locations. Consistent with this requirement, repeat samples were taken on November 10 and November 12.

The November 12, 2004, repeat sample collected on Desert View Drive, was found to contain E. coli (see page 11), a form of coliform bacteria. This sampling result triggered the primary MCL violation. Because repeat samples taken along Desert View Drive on November 13, 2004, and 467 other samples taken from throughout the water distribution system in November did not contain E. coli, and because all samples had good disinfectant levels, the Water Department suspected a sampling error had occurred and failed to report the positive E. coli test to CDHS within the required timeframe. Based on this premise, the Water Department reported the positive test to CDHS as part of a monthly report, instead of reporting it within 24-hours as required by state law.

On January 4, 2005, the CDHS cited the Water Department for the MCL violation and for failing to notify CDHS within the required 24-hour period. The citation directed the Water Department to publish a public notification in The San Diego Union-Tribune and to mail a notice to all residents within the City. The Water Department has taken all the necessary steps to comply with the citation. And, further, repeated samples and more comprehensive sampling did not detect any E. coli after this one instance, which concurs with the fact that we did not receive any reports of adverse health affects directly associated with this event.

We regret that this incident occurred and for the resulting citation. We want you to assure that all necessary precautions have been taken to meet our goal of maintaining a healthy and safe water supply. If you have questions, or would like additional information on this incident, please contact our Public Information Office at (619) 527-3312.

Important Health Effects Language

The following information is provided on the contaminants that are listed in Tables 1 through 4 that were detected at or above the California CDHS Detection Limit for Reporting (DLR). This information describes the potential health affects of drinking water that contain the contaminant at levels above the federal MCL.

Detected Contaminants

BARIUM: Some people who drink water containing in excess of the MCL over many years may experience osteoporosis. This information is based on animal studies. (see Table 3)

BORON: Some people who drink water containing boron in excess of the action level over many years may experience reproductive effects. This information is based on animal studies. (see Table 3)

CHLORAMINES: Some people who use water containing chloramines well in excess of the MRL could experience irritation to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRL could experience stomach discomfort. (see Table 4)

COPPER: Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson’s Disease should consult with their personal doctor. (see Table 1)

TOTAL COLIFORM BACTERIA: Coliforms are bacteria that are naturally present in the environment, and not necessarily used as a public health indicator that other potentially harmful bacteria may be present. (see Table 1)

FECAL COLIFORM AND E. COI: Fecal coliforms and E coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headache, or other symptoms. They may pose a special health risk for infants, young children, and people with severely compromised immune systems. (see Table 1)

FLUORIDE: Some people who drink water containing fluoride in excess of the federal MCL of 4 mg/l over many years may get mottled teeth. Currently, all of the fluoride in our drinking water is naturally occurring. The City of San Diego does not add fluoride to its drinking water. (see Table 1)

GROSS ALPHA PARTICLE ACTIVITY: Certain materials are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer. The City of San Diego is required to analyze for radioactive contaminants every four years. (see Table 1)

GROSS BETA PARTICLE ACTIVITY: Certain materials are radioactive and may emit forms of radiation, known as beta and gamma radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer. The City of San Diego is required to analyze for radioactive contaminants every four years. (see Table 1)

MALONIC ACIDS: Some people who drink water containing malonic acids in excess of the MCL over many years may have an increased risk of getting cancer. (see Table 4)

LEAD: Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Some children may show slight deficits in attention span and learning abilities. Adults who drink water containing lead may have a mental or nerve function problem. The City of San Diego’s service lines do not contain lead and our testing reflects that if you reside in an older home, lead solder may have been used in the pipes which could affect the lead content in your drinking water. Visit the

Your Water, Your Health, Our Priority
### Table 1 – Detected Regulated Contaminants with MCLs

<table>
<thead>
<tr>
<th>CONTAMINANT</th>
<th>UNITS</th>
<th>MCL (MCL)</th>
<th>MDL (MDL)</th>
<th>CONC. DLPR</th>
<th>TREATMENT PLANT EFFLUENT CONCENTRATION</th>
<th>ALUMINUM</th>
<th>MIRAMAR</th>
<th>OTAY</th>
<th>YEAR</th>
<th>SAMPLED</th>
<th>TYPICAL SOURCE OF CONTAMINANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fluoride</td>
<td>ppm</td>
<td>2</td>
<td>1</td>
<td>0.1</td>
<td>0.045</td>
<td>0.364</td>
<td>0.364</td>
<td>0.295</td>
<td>0.295</td>
<td>0.941</td>
<td>0.369 Excess of natural deposits; water additive that promotes strong teeth; discharge from fertilizers and aluminum factories</td>
</tr>
<tr>
<td></td>
<td>ppm</td>
<td>1000</td>
<td>N/A</td>
<td>100</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Excess of natural deposits</td>
</tr>
<tr>
<td>Iron</td>
<td>ppm</td>
<td>200</td>
<td>N/A</td>
<td>100</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Leaching from natural deposits; industrial waste</td>
</tr>
</tbody>
</table>

### Table 2 – Detected Regulated Contaminants with Secondary MCLs (SMCLs)

<table>
<thead>
<tr>
<th>CONTAMINANT</th>
<th>UNITS</th>
<th>CA SMCL</th>
<th>MCL (MCL)</th>
<th>MDL (MDL)</th>
<th>CONC. DLPR</th>
<th>TREATMENT PLANT EFFLUENT CONCENTRATION</th>
<th>ALUMINUM</th>
<th>MIRAMAR</th>
<th>OTAY</th>
<th>YEAR</th>
<th>SAMPLED</th>
<th>TYPICAL SOURCE OF CONTAMINANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coliform</td>
<td>CFU</td>
<td>15</td>
<td>10</td>
<td>5</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Municipal and industrial waste discharge</td>
</tr>
<tr>
<td></td>
<td>CFU</td>
<td>1000</td>
<td>N/A</td>
<td>100</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Nonhioconizing from natural deposits</td>
</tr>
<tr>
<td>Turbidity</td>
<td>NTU</td>
<td>5</td>
<td>10</td>
<td>5</td>
<td>0.74</td>
<td>0.26 – 1.04</td>
<td>0.42</td>
<td>0.35</td>
<td>0.73</td>
<td>0.42</td>
<td>1.19</td>
<td>Natural or industrially-influenced balance of hydrogen, carbon and oxygen in water; A positive index indicates that the water is non-compliant</td>
</tr>
<tr>
<td>Chloride</td>
<td>ppm</td>
<td>300</td>
<td>N/A</td>
<td>100</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Nonhioconizing from natural deposits</td>
</tr>
<tr>
<td></td>
<td>ppm</td>
<td>500</td>
<td>N/A</td>
<td>100</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Nonhioconizing from natural deposits; seawater influence</td>
</tr>
</tbody>
</table>

### Table 3 – Detected Unregulated Contaminants Requiring Monitoring

<table>
<thead>
<tr>
<th>CONTAMINANT</th>
<th>UNITS</th>
<th>ACTION LEVEL</th>
<th>MDL (MDL)</th>
<th>CONC. DLPR</th>
<th>TREATMENT PLANT EFFLUENT CONCENTRATION</th>
<th>ALUMINUM</th>
<th>MIRAMAR</th>
<th>OTAY</th>
<th>YEAR</th>
<th>SAMPLED</th>
<th>TYPICAL SOURCE OF CONTAMINANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barson</td>
<td>ppm</td>
<td>1000</td>
<td>100</td>
<td>118</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Drinking water disinfection</td>
</tr>
<tr>
<td></td>
<td>ppm</td>
<td>117</td>
<td>118 – 178</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Drinking water disinfection</td>
</tr>
<tr>
<td></td>
<td>ppm</td>
<td>119</td>
<td>116 – 122</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Drinking water disinfection</td>
</tr>
</tbody>
</table>

### Table 4 – Disinfection By-products, Disinfectant Residues and Disinfection by-products Precursors

<table>
<thead>
<tr>
<th>CONTAMINANT</th>
<th>UNITS</th>
<th>MCL (MCL)</th>
<th>MDL (MDL)</th>
<th>CONC. DLPR</th>
<th>TREATMENT PLANT EFFLUENT CONCENTRATION</th>
<th>ALUMINUM</th>
<th>MIRAMAR</th>
<th>OTAY</th>
<th>YEAR</th>
<th>SAMPLED</th>
<th>TYPICAL SOURCE OF CONTAMINANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chloramines</td>
<td>ppm</td>
<td>4</td>
<td>4</td>
<td>8.0</td>
<td>1.07</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>Drinking water disinfection</td>
</tr>
</tbody>
</table>

### Abbreviations

- **AL**: Action Level
- **CA**: California Department of Health Services
- **CDSD WQDL**: City of San Diego Water Quality Laboratory Method Detection Limit
- **CU**: Color Units
- **DLR**: Detection Limit for Reporting
- **ppb**: parts per billion or micrograms per liter (µg/L) – [1 ppb = 1.000 µg/L]
- **ppm**: parts per million or milligrams per liter (mg/L) – [1 ppm = 1.000 mg/L]

**Note**: Table 1 and Table 2 are based on reliable and significant water distribution systemwide average values, and their results reflect city-wide results.
### TABLE 1 – DETECTED REGULATED CONTAMINANTS WITH MCLs

<table>
<thead>
<tr>
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#### Nonsodium, Hardness, Turbidity

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#### Fluoride

- **MDL**: 0.7 ppm
- **MCLG**: 4 ppm
- **Recommended daily intake**: 0.7 ppm

- **Positive Violation Information**: 1.3 ppm
  - **Sample Year**: 2004
  - **Number of samples exceeded MCL**: 1

**Primary Standards**

- **Mandatory Health Related Standards**
  - **E-coli**: 0.264 ppm
  - **E-coli**: 0.205 ppm

**Typical Source of Contaminants**

- **Fluoride**: Runoff/leaching from natural deposits; leaching from gravel roadways; leaching from treated and untreated municipal wastewater; discharge from metal refineries; leaching from salt applications; leaching from soil applications; leaching from agricultural systems; leaching from synthetic surfactants

**Chemical Contaminants**

- **Primary Standards**
  - **Chloride**: 15 ppm
  - **Fluoride**: 0.2 ppm
  - **Barium**: 100 ppb
  - **Lead**: 5 ppb
  - **Copper**: 1 ppm
  - **Iron**: 1 ppm
  - **Arsenic**: 10 ppb
  - **Platinum**: 100 ppb

**Regulated Contaminants**

- **Primary Standards**
  - **Chloride**: 500 ppm
  - **Fluoride**: 1 ppm
  - **Barium**: 1000 ppb
  - **Lead**: 1 ppm
  - **Copper**: 1 ppm
  - **Iron**: 1 ppm

**Unregulated Contaminants**

- **Primary Standards**
  - **Chloride**: 50 ppm
  - **Fluoride**: 1 ppm
  - **Barium**: 1 ppm
  - **Lead**: 1 ppm
  - **Copper**: 1 ppm
  - **Iron**: 1 ppm

**Unregulated Contaminants**

- **Primary Standards**
  - **Chloride**: 50 ppm
  - **Fluoride**: 1 ppm
  - **Barium**: 1 ppm
  - **Lead**: 1 ppm
  - **Copper**: 1 ppm
  - **Iron**: 1 ppm

**Table 2**

- **Turbidity (mg L⁻¹)**: 0.1
- **Fluoride (mg L⁻¹)**: 0.2
- **Barium (mg L⁻¹)**: 0.3
- **Lead (mg L⁻¹)**: 0.4
- **Copper (mg L⁻¹)**: 0.5
- **Iron (mg L⁻¹)**: 0.6

**Table 3**

- **Chloride (mg L⁻¹)**: 50 ppm
- **Fluoride (mg L⁻¹)**: 1 ppm
- **Barium (mg L⁻¹)**: 1000 ppm
- **Lead (mg L⁻¹)**: 1 ppm
- **Copper (mg L⁻¹)**: 1 ppm
- **Iron (mg L⁻¹)**: 1 ppm

**Table 4**

- **Chloride (mg L⁻¹)**: 50 ppm
- **Fluoride (mg L⁻¹)**: 1 ppm
- **Barium (mg L⁻¹)**: 1000 ppm
- **Lead (mg L⁻¹)**: 1 ppm
- **Copper (mg L⁻¹)**: 1 ppm
- **Iron (mg L⁻¹)**: 1 ppm

**Abbreviations**

- **AL**: Action Level
- **CDHS**: City of San Diego Water Quality
- **DLLR**: Distribution System Year
- **E-coli**: E. coli
- **MDL**: Method Detection Limit
- **MCL**: Maximum Contaminant Level
- **MCLG**: Maximum Contaminant Level Goal
- **OTY**: Other Years
- **pHG**: Primary Health Goal
- **TTHMs**: Total Trihalomethanes
- **TTHM**: Total Trihalomethanes
- **UNREGULATED CONTAMINANTS**: Unregulated Contaminants

**Notes**

- **Primary Standards**
  - **MCL**: Maximum Contaminant Level
  - **MCLG**: Maximum Contaminant Level Goal

**References**

- **M. Alvarado**
- **S. Miramare**
- **G. Otay**

**Contact Information**

- **City of San Diego Water Quality**
- **1234 Main Street, San Diego, CA 92101**
- **Phone**: 619-525-6811
- **Fax**: 619-525-6810

**Website**: [www.sandiego.gov/water](http://www.sandiego.gov/water)
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people, some people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk. These people should seek advice about drinking water from their health care providers.

The November 12, 2004, repeat sample collected on Desert View Drive, was found to contain

The incident began on November 8, 2004, when a routine water sample collected on Desert View Drive in La Jolla tested positive for total coliform bacteria* (see page 11). A single positive sample is not an MCL violation, nor is it necessarily an indication of problems in the water system. The Federal and State laws allow for up to 5% of all samples to test positive for total coliform occurrences. However, whenever total coliforms are detected, the law requires that repeat samples be taken at nearby locations. Consistent with this requirement, repeat samples were taken on November 10 and November 12.

The November 12, 2004, repeat sample collected on Desert View Drive, was found to contain E. coli* (see page 11), a form of coliform bacteria. This sampling result triggered the primary MCL violation. Because repeat samples taken along Desert View Drive on November 13, 2004, and 467 other samples taken from throughout the water distribution system in November did not contain E. coli, and because all samples had good disinfectant levels, the Water Department suspected a sampling error had occurred and failed to report the positive E. coli test to CDHS within the required timeframe. Based on this premise, the Water Department reported the positive test to CDHS as part of a monthly report, instead of reporting it within 24-hours as required by state law.

Although this incident occurred in the Fall of 2004, we want you to know what happened and what we’ve done to correct this situation. And, we want you to know that our goal is to continually improve our methods and procedures for monitoring water quality in our system.

The incident began on November 8, 2004, when a routine water sample collected on Desert View Drive in La Jolla tested positive for total coliform bacteria* (see page 11). A single positive sample is not an MCL violation, nor is it necessarily an indication of problems in the water system. The Federal and State laws allow for up to 5% of all samples to test positive for total coliform occurrences. However, whenever total coliforms are detected, the law requires that repeat samples be taken at nearby locations. Consistent with this requirement, repeat samples were taken on November 10 and November 12.

The November 12, 2004, repeat sample collected on Desert View Drive, was found to contain E. coli* (see page 11), a form of coliform bacteria. This sampling result triggered the primary MCL violation. Because repeat samples taken along Desert View Drive on November 13, 2004, and 467 other samples taken from throughout the water distribution system in November did not contain E. coli, and because all samples had good disinfectant levels, the Water Department suspected a sampling error had occurred and failed to report the positive E. coli test to CDHS within the required timeframe. Based on this premise, the Water Department reported the positive test to CDHS as part of a monthly report, instead of reporting it within 24-hours as required by state law.

On January 4, 2005, the CDHS cited the Water Department for the MCL violation and for failing to notify CDHS within the required 24-hour period. The citation directed the Water Department to publish a public notification in The San Diego Union-Tribune and to mail a notice to all residents within the City. The Water Department has taken all the necessary steps to comply with the citation. And, further, repeated samples and more comprehensive sampling did not detect any E. coli after this one instance, which concurs with the fact that we did not receive any reports of adverse health affects directly associated with this event.

We regret that this incident occurred and for the resulting citation. We want you to assure that all necessary precautions have been taken to meet our goal of maintaining a healthy and safe water supply. If you have questions, or would like additional information on this incident, please contact our Public Information Office at (619) 527-3121.

Important Health Effects Language

The following information is provided on the contaminants that are listed in Tables 1 through 4 that were detected at or above the California CDHS Detection Limit for Reporting (DLR). This information describes the potential health affects of drinking water that contains the contaminant at levels above the federal MCL.

Important Health Effects Language

The following information is provided on the contaminants that are listed in Tables 1 through 4 that were detected at or above the California CDHS Detection Limit for Reporting (DLR). This information describes the potential health affects of drinking water that contains the contaminant at levels above the federal MCL.

Detected Contaminants

BARIUM: Some people who drink water containing barium in excess of the MCL over many years may have an increased risk of getting cancer. (see Table 1)

BORON: Some people who drink water containing boron in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing boron in excess of the action level over many years may suffer liver or kidney damage. People with Wilson’s Disease should consult with their personal doctor. (see Table 1)

TOTAL COLIFORM BACTERIA: Coliforms are bacteria that are naturally present in the environment and are used as a indicator that other potentially harmful bacteria may be present. (see Table 1)

Fecal Coliform and E. Coli: Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Microbes in these wastes can cause short-term health effects such as diarrhea, cramps, nausea, head and other symptoms. They may pose a special health risk for infants, young children, and people with severely compromised immune systems. (see Table 1)

FLUORIDE: Some people who drink water containing fluoride in excess of the federal MCL of 4 mg/L over many years may get bone disease, including pain and tenderness of the bones. Children who drink water containing fluoride in excess of the state’s maximum of 1.5 mg/L may get mottled teeth. Currently, all of the fluoride in our drinking water is naturally occurring. The City of San Diego does not add fluoride to its drinking water. (see Table 1)

GROSS ALPHA PARTICLE ACTIVITY: Certain materials are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer. The City of San Diego is required to analyze for radioactive contaminants every four years. (see Table 1)

GROSS BETA PARTICLE ACTIVITY: Certain materials are radioactive and may emit forms of radiation that are not detected by the Laboratory. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer. The City of San Diego is required to analyze for radioactive contaminants every four years. (see Table 1)

HALOACETIC ACIDS: Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. (see Table 4)

LEAD: Infants and children who drink water containing lead in excess of the action level may experience delays in physical or mental development. Children may show slight deficits in attention span and learning abilities. Adults who drink water contaminated with lead over many years may develop kidney problems or high blood pressure. The City of San Diego’s service lines do not contain lead and our testing reflects this. If you reside in an older home, lead solder may have been used in the pipes which could affect the lead content in your drinking water. Visit the American Water Works Association website at www.awwa.org for information on research studies. (see Table 1)

RADIUM 228: Some people who drink water containing radium 228 in excess of the MCL over many years may have an increased risk of getting cancer. (see Table 1)

TOTAL ORGANIC CARBON (TOC): TOC has no health effects. However, TOC provides a medium for the formation of disinfection by-products. These by-products include trihalomethanes (THMs) and haloacetic acids (HAA5). Drinking water containing these by-products in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects and may lead to an increased risk of cancer. (see Table 1)

TOTAL TRIHALOMETHANES (TTHMs): Compliance with the MCL regulation for TTHMs are based on the running average of samples collected over the entire year. An individual sample greater than 80 µg/L does not constitute a violation of the MCL. Some people who use water containing TTHMs in excess of the MCL over many years may experience liver, kidney, or nervous system problems, and may have an increased risk of getting cancer. (see Table 4)

TURBIDITY: Turbidity is the cloudiness of the water. Turbidity has no health effects. However, high turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches. (see Table 1)

URANIAN: Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity. The City of San Diego is required to analyze for radioactive contaminants every four years. (see Table 1)

Measurement Terms

CORROSIVITY: The corrosivity of a sample is measured by the Langler Stability Index. A positive index, indicating non-corrosivity, was maintained at all plant effluents.

CSD WQL MDL: City of San Diego Water Quality Laboratory Method Detection Limit. Lowest quantifiable concentration of a measured analyte detectable by the Laboratory.

INFORMATION COLLECTION RULE (ICR): A special data-gathering program regulated by EPA to gather water supply and public health decisions on pathogens, disinfectants, and disinfection by-products in drinking water.

MAXIMUM CONTAMINANT LEVEL (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set to protect public health and public health decisions are based upon research studies. (see Table 1)

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 EPA.

MAXIMUM RESIDUAL DISINFECTANT LEVEL (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the tap. (see Table 1)

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 EPA.

MAXIMUM RESIDUAL DISINFECTANT LEVEL (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the tap. (see Table 1)

REGULATORY ACTION LEVEL (AL): The concentration of a contaminant in drinking water below which there is no known or expected risk to health. MRDLs are set by the EPA.

TREATMENT TECHNIQUE (TT): A required process intended to reduce the level of a contaminant in drinking water.
Fecal coliform bacteria, including E. coli, can be an indicator of coliforms whose presence indicates that the water may be contaminated with human or animal wastes. These microbes can cause gastrointestinal illness leading to diarrhea, cramps, nausea, headaches, or other symptoms. People with severely compromised immune systems, infants, and some elderly also may be at greater risk.

Water agencies routinely test for the presence of any coliform bacteria (called the total coliform test) as an indicator of the sanitary quality of drinking water. The test for E. coli is used as an indicator of potential contamination from animal wastes or sewage that may have made its way into the water system. A positive coliform or E. coli test result does not necessarily mean a maximum contaminant level (MCL) has been exceeded, or that there is a problem in the water system. More information and general guidelines on ways to lessen the risk of infection by microbes are available from the Environmental Protection Agency’s Safe Drinking Water Hotline at (800) 426-4791 or at www.epa.gov/safewater/dwh/health.html.
The Capital Improvements Program (CIP)

The adoption of the Strategic Plan for Water Supply in 1997 kicked off the Water Department’s Capital Improvements Program (CIP). Its mission called for the development of the criteria for what the City must repair, replace, upgrade and expand to keep the water system running. This criterion evolved into a comprehensive priority list that is the backbone for the successful completion of more than 40 projects, the ongoing construction of 15, an additional 18 projects in design, and 21 already identified for future construction activities. More than $871,400,337 has gone towards the successful completion of CIP projects.

One critical component of CIP includes the replacement of cast iron pipelines throughout the City. Out of 160 miles of cast iron water pipes, the Water Department has replaced 87 miles, some of which had been in service for over 100 years. For more information on specific water pipeline replacement programs in your neighborhood, contact the Group Job Hotline at (858) 573-5081.

Following is a list of completed pipeline projects:

- Black Mountain Ranch Gap Reclaimed Water Pipeline
- Black Mountain Road Pipelines
- Bonita Pipeline Phase II
- Copley Drive Reclaimed Water Pipeline
- Encanto Park Pipeline
- Miramar Road Water Transmission Pipeline
- Reclaimed Waterline Extension Group 2
- Redwood Village Standpipe Phase I & II
- Science Center Drive Reclaimed Water Pipeline
- South San Diego Pipeline No. 2
- Town View Lane Pipeline
- Waring Road Water Pump Station
- Ocean View Hills Parkway Water Pump Station
- Deerfield Water Pump Station
- Del Cerro Highlands Water Pump Station
- Bayview Water Pump Station
- Canaryside Reclaimed Water Pump Station
- Catalina Water Pump Station
- 60th & Herrick Water Pump Station
- Point Loma Reservoir Rehabilitation
- Penasquitos Reservoir Upgrade
- San Carlos Reservoir Rehabilitation
- Scripps Ranch Reservoir
- Earl Thomas Reservoir
- La Jolla Country Club Reservoir Emergency Project
- Soledad Reservoir Rehabilitation
- Del Cerro Reservoir Phase I & II
- San Carlos Reservoir Phase I & II
- Waring Road Water Pump Station
- Ocean View Hills Parkway Water Pump Station

Pump stations located throughout the City help transport water from water treatment plants to storage reservoirs and ultimately to customers. CIP has completed work on the following pump station projects:

- Alvarado Water Pump Station
- Black Mountain Ranch Water Pump Station
- Brand Rock Water Pump Station
- Cabrillo Water Pump Station
- Gaubert Water Pump Station
- Girard Water Pump Station
- Lake Murray Water Pump Station
- Miramar Water Pump Station

Improving the reliability of any water system almost always includes improvements to existing reservoirs and the construction of new storage tanks. Since its inception, CIP has completed work on the following reservoirs:

- Bayview Reservoir Replacement
- Del Cerro Reservoir Rehabilitation
- Earl Thomas Reservoir
- La Jolla Country Club Reservoir Emergency Project
- Penasquitos Reservoir Upgrade
- Point Loma Reservoir Rehabilitation
- San Carlos Reservoir Rehabilitation
- Scripps Ranch Reservoir
- Earl Thomas Reservoir
- La Jolla Country Club Reservoir Emergency Project
- Penasquitos Reservoir Upgrade
- Point Loma Reservoir Rehabilitation
- San Carlos Reservoir Rehabilitation
- Scripps Ranch Reservoir
- Soledad Reservoir Rehabilitation

Perhaps the greatest achievement of the Water Department’s CIP to date has been its commitment to expand and upgrade the City’s three water treatment plants in order for San Diego to keep up with the demand from the City’s growing population. From the start of construction, CIP has successfully maintained the Alvarado, Miramar, and Otay Water Treatment Plants as fully operational, delivering clean, safe water to all of San Diego’s 1.3 million residents. Once all upgrades are complete the treatment plants will have the capacity to treat up to 455 million gallons a day (mgd), that is an increase of 155 mgd. Work on the treatment plants continues to move forward with several years left on each construction contract.

As of mid-December 2004, the Water Department has ceased awarding new contracts for the CIP program so that the City does not obligate itself to contracts it may not be able to fully fund without additional financing. The Water Department will continue work on the vital water treatment plants and major pipelines in Fiscal Years 2005 and 2006 that are pursuant to existing phase funded contracts. Due to the lack of current published financial statements and the completion of related audits and investigations, the Water Department is unable to secure bonds for new projects. For more information on CIP projects, call (619) 533-4679.

Watershed Sanitary Survey

In 2001, the City of San Diego updated its Watershed Sanitary Survey. This survey examines the potential sources of contaminants in the watersheds draining to the nine reservoirs maintained by the City. The EPA requires that this survey be completed once every five years. The Executive Summary of the document can be obtained by contacting the Water Department’s Public Information Office at (619) 527-3121. The complete Watershed Sanitary Survey is available on CD-ROM (free of charge) and the Executive Summary can be found on our website at www.sandiego.gov/water. We encourage all San Diegans to take an active role in supporting pollution prevention programs in their communities and to learn more about protecting their local sources of water.
Recycled Water

Every gallon of recycled water used to irrigate crops or landscaping means a gallon of water will be saved for potable uses. Recycled water gives San Diego a year-round, locally controlled additional water resource.

To meet future water demands, the City of San Diego has built the North City Water Reclamation Plant and the South Bay Water Reclamation Plant. The North City Plant has the capability to treat 30 million gallons a day and the South Bay Plant can treat 15 million gallons a day. These plants treat wastewater to a level that is approved for irrigation, manufacturing and other non-drinking, or non-potable purposes.

More than 7.5 billion gallons of recycled water have been beneficially used since 1997. Recycled water is delivered to and through a completely separate distribution system that includes more than 70 miles of pipeline, 2 storage tanks and 3 pump stations. Currently, the system provides recycled water to approximately 350 customers. All pipes and fixtures using recycled water are easily identifiable by their purple color.

For more Recycled Water Program information, visit www.sandiego.gov/water or call (619) 533-7556.

Did You Know…

More than half of the water used by San Diegans goes toward landscape irrigation? Help to conserve by using the Landscape Watering Calculator. The calculator is a free, easy-to-use, web-based tool that helps you estimate the amount of water your landscape or garden needs. The calculator uses averages that adjust for weather, plants and soils in San Diego. For more information and to access the calculator, please visit www.sandiego.gov/water.

WATER SECURITY

Keeping our water supply safe and secure is a top priority for the City of San Diego. Since the September 11 tragedy, the Water Department has been operating with heightened awareness and security to safeguard our water sources, water treatment plants, and water distribution system.

Throughout the past few years, several security measures have been implemented to protect our drinking water, including new fencing and guard posts at our major facilities. The majority of our new precautions, however, cannot be disclosed to the general public because we want to prevent those who might try to compromise the City’s water treatment and distribution systems from having access to information about how we protect our water supply.

The Water Department also relies on you, the community, to be our eyes and ears, by staying alert and reporting any suspicious activity around Water Department facilities. Your safety is our priority, so please do not approach or confront strangers. Please report any suspicious activities to your local law enforcement agency and the Water Department immediately. Thank you for being part of our security team.
New Customer Service Web Pages

In an effort to improve service to our customers, we’ve created some interactive and helpful web pages. The new pages can be found at www.sandiego.gov/water/operations.

A few of the added features include:

**What You Need to Know When There’s a Loss of H2O: A Guide to Water Emergencies**
A brochure and video that provides information on the steps to respond to a water emergency, how to investigate smaller leaks, and important contact information.

**Customer Satisfaction Survey**
A blue or yellow rectangle door hanger is now provided after a crew has performed a requested service. The purpose of this door hanger is to obtain feedback from the customer on the quality of service they experienced. An electronic version is now available online.

ISO 14001: 2004 Certification

The Water Operations Division has been certified by the International Organization for Standardization (ISO) 14001, for its world-class quality and environmental management standards.

The certification is the end result of the Water Department’s efforts to provide quality customer service while being environmentally sensitive.

“This is a significant milestone,” said Water Department Director Frank Belock. “It recognizes our commitment to continually improve our performance in respect to quality service and environmental responsibility.”

The San Diego Water Department is the second water utility in the nation to achieve this certification.

Customer Advocate

The Water and Metropolitan Wastewater Departments will soon be adding a Customer Advocate. This person will help resolve billing issues, work with the public on ways the two Departments can improve their programs and services, and help with educational outreach. The new Customer Advocate will be available beginning August 1, 2005.

New Customer Service Web Pages

Included is information about water leaks, emergencies, service door hangers, and how the Department strives to be environmentally friendly.

**Striving for Excellence**

**Association of Metropolitan Water Agencies**
2004 Gold Award for Competitiveness Achievement
Recognized for Bid To Goal, a five-year performance-based management plan to improve services and become a “Best-in-Class” utility.

**California Municipal Utilities Association**
2006 Community Service/Resource Efficiency Award
For developing and implementing innovative and comprehensive approaches to water conservation public outreach and education.

**American Society of Civil Engineers**
Award of Merit
*Earl Thomas Reservoir at Alvarado Treatment Plant*
Largest pre-stressed concrete reservoir in the world holds 35 million gallons of drinking water.

2004 Governor’s Environmental and Economic Leadership Certificate of Recognition
In partnership with the San Diego Natural History Museum, the City was recognized for the Ms. Frizzle “World of Water” program.

**American Society of Civil Engineers**
Award of Excellence
*Catalina Water Pump Station*
The Catalina Water Pump Station replaced outdated facilities to increase reliability and efficiency in our water distribution system.

**American Society of Civil Engineers**
Award of Merit
*Canyonside Recycled Water Pump Station*
Delivers recycled water to golf courses and other recycled water customers in the City.

**American Society of Civil Engineers**
Award of Merit
*California Municipal Utilities Association*
For developing and implementing innovative and comprehensive approaches to water conservation public outreach and education.

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Annual Drinking Water Quality Report 2004 • Project Manager • Tedi Jackson

This report meets mandatory federal and state requirements for annual customer notification regarding water quality. It was produced and mailed to residences and businesses in the City of San Diego Water Department’s service area at a cost of 35 cents per copy. The direct mailing of this report allows us to provide virtually all of our customers with information they should have about drinking water standards and quality in a cost efficient manner.

HOW CAN I GET MORE INFORMATION ABOUT MY WATER?
The Public Utilities Advisory Commission (PUAC) holds monthly meetings (3rd Monday of each month) to discuss water issues facing the City of San Diego Water Department. The public is welcome to attend and give input. Simply call the PUAC’s support line at (619) 236-6750 for information about meeting location, dates and times.

Important Phone Numbers

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<th>Category</th>
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<td>General Information</td>
<td>(619) 515-3500</td>
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<td>Emergency Hotline</td>
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<td>(619) 668-3232</td>
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<td>(619) 465-3474</td>
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<tr>
<td>Storm Water Pollution Prevention</td>
<td>(619) 235-1000</td>
</tr>
<tr>
<td>Public Information Office</td>
<td>(619) 527-3321</td>
</tr>
</tbody>
</table>

Important Web Links

- City of San Diego [www.sandiego.gov](http://www.sandiego.gov)
- California Department of Health Services (CDHS) [www.dhs.ca.gov](http://www.dhs.ca.gov)
- California EPA [www.calepa.ca.gov](http://www.calepa.ca.gov)
- EPA (Groundwater and Drinking Water) [www.epa.gov/safewater](http://www.epa.gov/safewater)
- Think Blue [www.thinkbluesd.org](http://www.thinkbluesd.org)
- County of San Diego [www.co.san-diego.ca.us](http://www.co.san-diego.ca.us)
- Project Clean Water [www.projectcleanswater.org](http://www.projectcleanswater.org)
- San Diego County Water Authority [www.sdcwa.org](http://www.sdcwa.org)
- Metropolitan Water District of Southern California [www.mwd.dst.ca.us](http://www.mwd.dst.ca.us)
- Annual Drinking Water Quality Report 2004 • Project Manager • Tedi Jackson

To reach the Water Department via email: water@sandiego.gov

Printed on recycled paper. This information is available in alternative formats upon request.

(Printed June 2005)
This report contains important information about your drinking water. If this report is not available in your native language, speak with someone who understands it and can translate this report for you.

Este reporte contiene información importante sobre su agua potable. Si este reporte no está disponible en su idioma, hable con alguien que entienda este reporte y que pueda traducirlo para usted.

Mahalaga ang impormasyon ito. Mangyaring ipasalin ito.