

2024



CONSUMER CONFIDENCE

Safe Drinking Water Is Our Business Since 1944

Report



This annual report contains important water quality information for the customers of the North Coast County Water District (NCCWD) in Pacifica, California.

2024 | NCCWD Annual Water Quality Report

Introduction

All of the drinking water delivered by the North Coast County Water District (NCCWD) during 2024 was purchased from the San Francisco Public Utilities Commission (SFPUC). SFPUC provides 2.7 million customers in cities and towns across the region through its San Francisco Regional Water System (SFRWS) with water so high quality that it meets all federal and state standards. The major water source for the SFPUC is in Yosemite National Park and originates from spring snowmelt flowing down the Tuolumne River to storage in the Hetch Hetchy Reservoir.

Nearly all of the supply obtained by NCCWD comes from Crystal Springs and San Andreas Reservoirs. All the water stored in the local reservoirs is filtered and disinfected at the Harry Tracy Water Treatment Plant, located in San Bruno, prior to delivery to NCCWD. ■

SFRWS Drinking Water Sources and Treatment

Our drinking water supply consists of surface water and groundwater that are well protected and carefully managed by the San Francisco Public Utilities Commission (SFPUC). The surface water is stored in reservoirs in the Sierra Nevada, Alameda County, and San Mateo County, and the groundwater is kept in a deep aquifer in the northern part of San Mateo County. Maintaining this variety of sources is an important component of the near- and long-term water supply management strategy of the San Francisco Public Utilities Commission (SFPUC). A diverse mix of sources protects us from potential disruptions due to emergencies or natural disasters, provides resiliency during periods of drought, and helps us ensure a long-term, sustainable water supply as we address issues such as climate uncertainty, regulatory changes, and population growth.

To meet drinking water standards for human consumption, all surface water the SFPUC supplies must undergo proper treatment. Water from Hetch Hetchy Reservoir is exempt from state and federal filtration requirements due to its exceptional quality. It undergoes disinfection using ultraviolet light and



chlorine, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and chloramination for maintaining disinfectant residual and minimizing the formation of regulated disinfection byproducts. Water from local Bay Area reservoirs in Alameda County and upcountry non-Hetch Hetchy sources are delivered to the Sunol Valley Water Treatment Plant. Water from reservoirs in San Mateo County is delivered to the Harry Tracy Water Treatment Plant. Water treatment at these plants consists of filtration, disinfection, fluoridation, taste and odor removal, and optimum corrosion control. In 2024, neither upcountry non-Hetch Hetchy sources of water nor groundwater was used. ■

Water Quality

We regularly collect and test water samples from reservoirs and designated sampling locations throughout the systems to ensure that the water delivered to you meets all federal and state drinking water standards. In 2024, the SFRWS conducted more than 45,650 drinking water tests of samples from source and transmission system locations. In 2024, NCCWD collected and tested approximately 10 samples within our distribution system per week. This is in addition to the extensive treatment process control monitoring performed by our certified operators 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 human activity. Collectively these are called contaminants. Therefore, 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. To ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The United States Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health. ■

Protection of Watersheds

The SFRWS conducts watershed sanitary surveys for the Hetch Hetchy source annually and for non-Hetch Hetchy surface water sources every five years. The latest sanitary surveys for the non-Hetch Hetchy watersheds were completed in 2021 for the period of 2016-2020. These surveys document the SFPUC's stringent watershed protection activities that are implemented with support from partner agencies including the National Park Service and the United States Forest Service.

These surveys not only evaluate the sanitary conditions and water quality of the watersheds but also describe the results of watershed management activities conducted in the preceding years. Wildfire, wildlife, livestock, and human activities continue to be the potential contamination sources. You may contact the San Francisco District Office of the SWRCB Division of Drinking Water at 510-620-3474 for more information. ■



Special Health Needs

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons, such as those with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their healthcare providers.



Cryptosporidium is a parasitic microbe found in surface water. We regularly test for this waterborne pathogen and found it at very low levels in source water and treated water in 2024. However, current test methods approved by the United States Environmental Protection Agency (USEPA) do not distinguish between dead organisms and those capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis with 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.

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 at 800-426-4791 or at [epa.gov/safewater](https://www.epa.gov/safewater) ■

Unregulated Contaminant Monitoring Rule (UCMR 5)

The SFRWS conducted four consecutive quarters of monitoring at designated locations approved by the United States Environmental Protection Agency in 2023, and all results have been non-detected.

Fluoridation and Dental Fluorosis

Mandated by State law, water fluoridation is a widely accepted practice proven safe and effective for preventing and controlling tooth decay. Based on the recommendation from the Centers for Disease Control and Prevention (CDC) and the State Water Resources Control Board's (SWRCB) regulatory guidance, the San Francisco Public Utilities Commission has maintained an optimal fluoride level at 0.7 milligram per liter (mg/L, or part per million, ppm), since 2015. The optimal level provides the benefits of tooth decay prevention while minimizing the chance that children develop dental fluorosis. Infants fed formula mixed with water containing fluoride at this level may still have a chance of developing mild to very mild fluorosis, which can cause tiny

white lines or streaks in their teeth. These marks are often only visible under a microscope. Even in cases where the marks are visible, they do not pose any health risk. To lessen the 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 the SWRCB if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the SWRCB's website waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html, the CDC's website [cdc.gov/fluoridation](https://www.cdc.gov/fluoridation), or our website sfpuc.gov/TapWater ■



Drinking Water and Lead

Exposure to lead, if present, can cause serious health effects in people of all ages, especially for pregnant women and young children. Infants and children who drink water containing lead could have decreases in intelligent quotient and attention span as well as increases in learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have an increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high-quality drinking water and removing lead pipes, but we cannot control the variety of materials used in plumbing components in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sample results do not detect lead at one point in time. You share the responsibility for protecting yourself and your family from the lead in your home plumbing by taking one or more of the following actions:

- Identify and remove lead materials within your home plumbing.
- If you use a water filter, make sure it's certified for lead to National Sanitation Foundation (NSF)/ANSI standards. Make sure to replace and maintain the filter according to the manufacturer's instructions.
- Use only cold water for drinking, cooking, and making baby formula (Do not boil your water to remove lead. Boiling water will not remove lead).
- Flush your pipes for several minutes before using your water for drinking, cooking, and preparing baby formula (this can be done by running your tap, taking a shower, doing laundry or a load of dishes, or reusing for watering plants).
- Flush for a longer period if you have pipes made of lead or galvanized material. Visit sfpuc.gov/lead to see an instructional video if you would like to test your pipes.

If you are concerned about lead in your water and you wish to have your water tested, please call the District at (650) 355-3462 for a lead test. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/water/lead ■

Lead Service Line Inventory and Replacement

In 2024, we completed a Lead Service Line Inventory (LSLI) across our distribution system and there are no known pipelines and connectors between water mains and meters made of lead across the system-owned or customer-owned portions. For more information or to request data, please contact the District office at (650) 355-3462. ■

Lead and Copper Tap Sampling Results

Collection and sampling in accordance with the Lead and Copper Rule (LCR) is scheduled to be completed in July of 2025. For more information on the LCR, please contact the District office at (650) 355-3462.

Boron Detection Above Notification Level in Source Water

In 2024, boron was detected at a level of 2.3 parts per million (ppm) in the raw water stored in Pond F3 East, one of the SFRWS's approved sources in the Alameda Watershed. Similar levels were detected in the same pond in preceding years. Although the detected value was above the California Notification Level of 1 ppm, the water was typically delivered to San Antonio Reservoir where it was substantially diluted to below the Notification Level before treatment at the Sunol Valley Water Treatment Plant. Boron is an element in nature and is typically released into air and water when soils and rocks naturally weather. ■

Cross-Connection Control

To protect our drinking water from contamination, the Board of Directors has adopted Ordinance No. 63-2025, updating our cross-connection control and backflow prevention requirements. A cross-connection is any actual or potential link between the public water supply and a source of contamination, which can lead to backflow without proper safeguards. Our [Cross-Connection Control Plan \(CCCP\)](#) will be finalized by July 1, 2025, in alignment with state regulations. Additional information will be available on our website nccwd.com ■

No PFAS Detected

You may have heard about PFAS. These are man-made chemicals that have been used in industry and consumer products worldwide since the 1940s. We did not detect PFAS in our water. To learn more, visit waterboards.ca.gov/pfas, sfpuc.gov/TapWater, and/or epa.gov/pfas ■

Community Participation

The North Coast County Water District Board of Directors meet on the third Wednesday of each month. During construction of the District Headquarters, hybrid meetings will take place at the Sharp Park Restaurant at 2600 Francisco Blvd., Pacifica, and online by Zoom. More information about board meetings and other events is available at www.nccwd.com

Questions About Your Water?

For information or questions about this report, please call (650) 355-3462 or email info@nccwd.com

NCCWD Board of Directors

President: Ron Ash

Vice President: William Hauser

Directors: Joshua Cosgrove, Anne De Jarnatt, John Vallero

NCCWD Management

General Manager: Adrienne Carr

**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 para beber. Favor de comunicarse NCCWD a (650) 355-3462 para asistirlo en español con alguien que lo entienda bien.

本报告中包含有关我们的饮用水的重要信息。翻译这份报告，或与了解的人谈一谈。

Naglalaman ang ulat na ito ng mahalagang impormasyon tungkol sa ating iniinom na tubig. Isaling-wika ito, o makipag-usap sa isang taong naiintindihan ito.

For assistance or additional information concerning this report, please contact the North Coast County Water District at 650-355-3462 or email info@nccwd.com



Contaminants and Regulations

The sources of drinking water (both tap water and bottled water) include rivers, lakes, oceans, streams, ponds, reservoirs, springs, and wells. Contaminants present may 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, 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 at 800-426-4791, or at 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 United States Environmental Protection Agency.

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 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.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.

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

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

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

Turbidity: A water clarity indicator that measures the cloudiness of the water and is also used to indicate the effectiveness of a filtration system. Turbidity can hinder the effectiveness of disinfectants.



Please distribute this Water Quality Report and make available to everyone, including tenants, employees, homeowner association members, etc.

For more information about the health effects of the listed contaminants in this report, call the USEPA Safe Drinking Water Hotline at (800) 426-4791.



NCCWD's Water Quality Data for Calendar Year 2024

This report is a snapshot of last year's water quality. The tables below list detected contaminants in our drinking water in 2024 and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accordance with regulatory guidance. The San Francisco Public Utilities Commission holds a State Water Resources Control Board monitoring waiver for some contaminants in our surface water and ground-water supplies, and therefore their monitoring frequencies are less than annual. Visit [SFPUC.org/WaterQuality](https://www.sfpuc.org/WaterQuality) for a list of all water quality parameters monitored in both raw water and treated water in 2024.

DETECTED CONTAMINANTS¹

▼ TURBIDITY	Unit	MCL	PHG or (MCLG)	Range or Level Found	Average or [Max]	Typical Sources in Drinking Water
Unfiltered Hetch Hetchy Water	NTU	5	N/A	0.3 - 0.5 ⁽²⁾	[2.1]	Soil runoff
Filtered Water from Sunol Valley Water Treatment Plant (SVWTP)	NTU	TT = Max 1	N/A	-	[0.4]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU	N/A	99.97%	-	Soil runoff
Filtered Water from Harry Tracy Water Treatment Plant (HTWTP)	NTU	TT = Max 1	N/A	-	[0.1]	Soil runoff
	-	Min 95% of samples ≤ 0.3 NTU	N/A	100%	-	Soil runoff
▼ DISINFECTION BYPRODUCTS AND PRECURSOR						
Total Trihalomethanes	ppb	80	N/A	14.7 - 42.9	33.9 ⁽³⁾	Byproduct of drinking water disinfection
Five Haloacetic Acids	ppb	60	N/A	9.0 - 38.1	25.8 ⁽³⁾	Byproduct of drinking water disinfection
Bromate	ppb	10	0.1	ND - 5.9	[3] ⁽⁴⁾	Byproduct of drinking water disinfection using ozone
▼ MICROBIOLOGICAL						
<i>E. coli</i>	-	0 PS	(0)	-	Zero Positive	Human or animal fecal waste
▼ INORGANICS						
Chromium (VI)	ppb	10	0.02	ND - 0.2	0.1	Leaching from natural deposits
Fluoride ⁽⁵⁾ (raw water)	ppm	2.0	1	ND - 0.8	0.3	Erosion of natural deposits; water additive to promote strong teeth
Nitrate (as N)	ppm	10	10	ND - 0.4	ND	Erosion of natural deposits
Chlorine (including free chlorine and chloramine)	ppm	MRDL = 4.0	MRDLG = 4	0.3 - 3.5	2.48 ⁽⁴⁾	Drinking water disinfectant added for treatment

KEY	< / ≤	= less than /less than or equal to	NL	= Notification Level	PS	= Number of Positive Sample
	Max	= Maximum	NTU	= Nephelometric Turbidity Unit	RAL	= Regulatory Action Level
	Min	= Minimum	ORL	= Other Regulatory Level	µS/cm	= microSiemens / centimeter
	N/A	= Not Available	ppb	= parts per billion		
	ND	= Non-detect	ppm	= parts per million		



DETECTED CONTAMINANTS¹

▼ CONSTITUENTS WITH SECONDARY STANDARDS

	Unit	SMCL	PHG	Range	Average	Typical Sources in Drinking Water
Aluminum	ppb	200 (MCL = 1000)	600	ND - 59	ND	Erosion of natural deposits; some surface water treatment residue
Chloride	ppm	500	N/A	< 3 - 18	9.3	Runoff / leaching from natural deposits
Iron	ppb	300	N/A	< 6 - 41	14	Leaching from natural deposits
Manganese	ppb	50	N/A	< 2 - 2.7	< 2	Leaching from natural deposits
Specific Conductance	µS/cm	1600	N/A	31 - 317	193	Substances that form ions when in water
Sulfate	ppm	500	N/A	1 - 41	18	Runoff / leaching from natural deposits
Total Dissolved Solids	ppm	1000	N/A	24 - 169	102	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	0.1 - 0.4	0.2	Soil runoff

▼ LEAD AND COPPER

	Unit	RAL	PHG	Range	90th Percentile	Typical Sources in Drinking Water
Copper	ppb	1300	300	11.7 - 779 ⁽⁶⁾	217.5	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	< 1 - 5.6 ⁽⁷⁾	2.41	Internal corrosion of household water plumbing systems

▼ NON-REGULATED WATER QUALITY PARAMETERS

	Unit	ORL	Range	Average
Alkalinity (as CaCO ₃)	ppm	N/A	7.4 - 120	60
Bromide	ppb	N/A	< 10 - 29	< 10
Boron	ppb	1000 (NL)	23 - 65	41
Calcium (as Ca)	ppm	N/A	3.2 - 28	15
Chlorate ⁽⁸⁾	ppb	(800) NL	24 - 597	144
<i>Giardia lamblia</i>	cyst/L	N/A	0 - 0.06	0.02
Hardness (as CaCO ₃)	ppm	N/A	8.4 - 106	60
Lithium	ppb	N/A	< 2 - 4	< 2
Magnesium	ppm	N/A	0.2 - 9.5	5.7
pH	-	N/A	8.5 - 9.6	9.08
Silica	ppm	N/A	4.9 - 9.9	7.5
Sodium	ppm	N/A	3.1 - 24	16
Total Organic Carbon ⁽⁹⁾	ppm	N/A	1.1 - 1.8	1.5

KEY

- < / ≤ = less than /less than or equal to
- Max = Maximum
- Min = Minimum
- N/A = Not Available
- ND = Non-detect
- NL = Notification Level
- NTU = Nephelometric Turbidity Unit
- ORL = Other Regulatory Level
- ppb = parts per billion
- ppm = parts per million
- PS = Number of Positive Sample
- RAL = Regulatory Action Level
- 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 4 hours daily at Tesla Treatment Facilities. (3) This is the highest locational running annual average value. (4) This is the highest running annual average value. (5) Natural fluoride in Hetch Hetchy water was ND. Elevated fluoride levels in raw water at both SVWTP and HTWTP were attributed to transfers of fluoridated Hetch Hetchy water into local reservoirs. The fluoride level in our treated water ranged from 0.5 ppm to 0.8 ppm with an average of 0.7 ppm. (6) The most recent Lead and Copper Rule monitoring was in 2022. (7) The most recent Lead and Copper Rule monitoring was in 2022. (8) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the SFRWS for water disinfection. (9) The range and average values of the total organic carbon were from operational monitoring results at Tesla Treatment Facilities.

Additional water quality data may be obtained by calling the North Coast County Water District at 650-355-3462.

Water Quality and Treatment Spotlights



Making Upgrades: Ozonation at Sunol Valley Water Treatment Plant

As climate change produces more extreme weather, we have seen more algal blooms in local reservoirs during the region’s warmer months. Nutrient availability, temperature, and sunlight can cause these algal blooms, which may cause drinking water to have a taste or odor that some people describe as “earthy.” The SFRWS has begun construction at the Sunol Valley Water

Treatment Plant in the East Bay to install ozone treatment facilities. When construction finishes in 2028, ozone will be used to treat raw water from both San Antonio Reservoir and Calaveras Reservoir in the East Bay, and water from Hetch Hetchy Reservoir in the Sierra Nevada if needed. Ozone will immediately oxidize, or destroy, organic materials which can cause these taste and odor concerns. This treatment has already been in use at the Harry Tracy Water Treatment Plant on the Peninsula since the 1990s. Investments in our infrastructure mean you’ll continue to have great-tasting, high-quality water whenever you need it.

San Francisco Public Utilities Commission’s Water Treatment Plants Recognized for Excellence

In 2024, the American Water Works Association (AWWA) honored the SFPUC with two awards for our exceptional water quality. The awards were granted through the AWWA’s Partnership for Safe Water, which requires participating utilities to produce water quality that is significantly higher than regulatory requirements. The Harry Tracy Water Treatment Plant and the Sunol Valley Water Treatment Plant were recognized for meeting strict water quality standards for the last 20 and 25 years respectively.



Water Quality Strategic Plan



The San Francisco Public Utilities Commission (SFPUC) has a history of proactively identifying potential water quality issues and considering them in capital planning and operational decisions. This practice has enabled the SFPUC to comply with all state and federal drinking water regulations and continue to provide high quality water to customers. To create a sound foundation for capital and operational investments that may be required in the next decade to protect drinking water quality, their Water Quality Division (WQD) regularly assessed potential real-world concerns that could impact our water quality and identified recommendations to consider

for implementation. In 2024, the WQD conducted periodic updates to the *Water Quality Strategic Plan* that was initially adopted in 2008. This updated plan provides an overview of the strategic planning process, activities currently underway within the Water Quality Division, and recommends new activities. The plan is available at SFPUC website: [Water Quality Planning](#).