CITY OF MENLO PARK

2023

WATER QUALITY REPORT

Menlo Park Municipal Water

Our drinking water

MENLO PARK MUNICIPAL WATER

Menlo Park Municipal Water provides water service to approximately half of the City of Menlo Park in two zones (the upper zone and lower zone, see Figure 1 below), with approximately 4,400 service connections to more than 21,000 residents. The upper zone is located near Interstate 280 and includes the Sharon Heights area, and the lower zone is located east of El Camino Real. Other water providers within the City of Menlo Park are the California Water Service Bear Gulch District, O'Connor Tract Cooperative Water District, and Palo Alto Park Mutual Water Company.

Menlo Park Municipal Water is committed to providing its customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Each year, Menlo Park Municipal Water provides a summary of the water quality sampling results and other information through an annual water quality Consumer Confidence Report. This Report was prepared in accordance with the Federal Safe Drinking Water Act and the California State Water Resources Control Board's Division of Drinking Water (State Water Board) requirements. In 2023, Menlo Park Municipal Water collected and tested more than 300 water quality samples to ensure that the water we provide to our customers meets State and Federal standards.

OUR DRINKING WATER SOURCES AND TREATMENT

Menlo Park Municipal Water's drinking water supply comes from the San Francisco Regional Water System, which is a wholesaler owned and managed by the San Francisco Public Utilities Commission. The supply consists of surface water and groundwater that is well protected and carefully managed. These sources are diverse in both origin and location, with the surface water stored in reservoirs located in the Sierra Nevada, Alameda County, and San Mateo County, as well as groundwater stored in a deep aquifer located in the northern part of San Mateo County. Maintaining this variety of sources is an important component of the San Francisco Public Utilities Commission's near- and long-term water supply management strategy. A diverse mix of sources protects from potential disruptions due to emergencies or natural disasters, provides resiliency during periods of drought, and helps 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 consumption, all surface water supplies including the upcountry non-Hetch Hetchy sources undergo treatment by the San Francisco Public Utilities Commission before it is delivered to customers. Water from Hetch Hetchy Reservoir is exempt from federal and State filtration requirements but receives the following treatment: 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 Sunol Valley Water Treatment Plant; whereas water from local reservoirs in San Mateo County is delivered to Harry Tracy Water Treatment Plant. Water treatment at these plants consists of filtration, disinfection, fluoridation, optimum corrosion control, and taste and odor removal. In 2023, neither upcountry non-Hetch Hetchy sources nor groundwater was used by this water system.

FIGURE 1 - MENLO PARK MUNICIPAL WATER SERVICE AREA

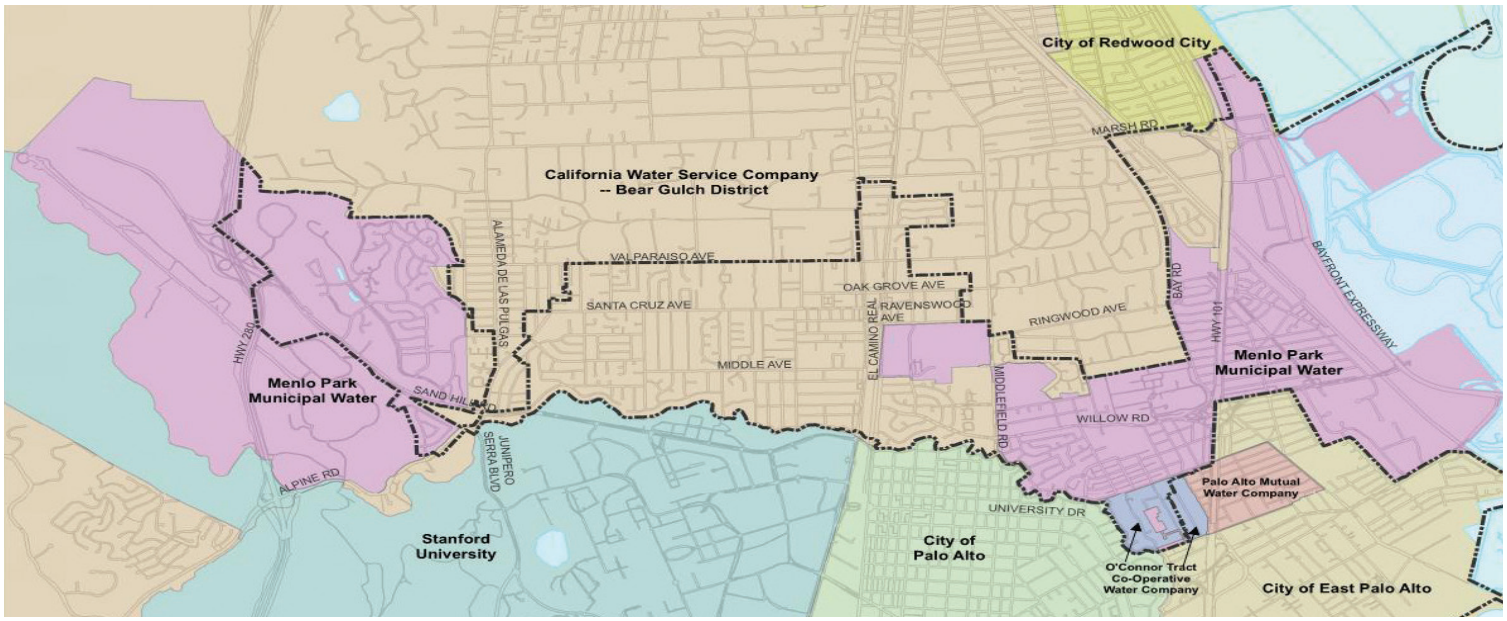


FIGURE 2 - HETCH HETCHY REGIONAL WATER SYSTEM

PROTECTION OF WATERSHEDS

The San Francisco Public Utilities Commission 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. All these surveys, together with San Francisco Public Utilities Commission's stringent watershed protection management activities were completed with support from partner agencies including National Park Service and US Forest Service. The purposes of the surveys are to evaluate the sanitary conditions and water quality of the watersheds and to review 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 State Water Board at 510-620-3474 for the review of these reports.

WATER QUALITY

Together with the San Francisco Public Utilities Commission, Menlo Park Municipal Water regularly collects and tests water samples from reservoirs and designated sampling points throughout the system to ensure the water delivered to you meets or exceeds federal and State drinking water standards. In 2023, the San Francisco Public Utilities Commission conducted more than 49,610 of drinking water tests in the source, transmission and distribution systems. This is in addition to the extensive treatment process control monitoring performed by San Francisco Public Utilities Commission's certified operators and online instruments.

Drinking water, including bottled water, can 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 and the State Water Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

CROSS-CONNECTION CONTROL PROGRAM

Menlo Park Municipal Water's backflow prevention (cross connection control) program protects the public drinking water supply by requiring the installation and annual testing of backflow prevention assemblies per California Water Code Title 17. A cross connection is an actual or potential connection between a public water system and a non-potable source of water. Backflow is the undesirable reversal of flow of non-potable water into the water distribution system through a cross-connection. Properly installed and maintained backflow prevention assemblies protect the public water system and prevents water from flowing back into and contaminating the potable water supply. Assemblies are typically required for commercial, industrial, irrigation, fire, and new residential water connections.

For important information about backflow devices, who needs them, where to install them, and testing and maintenance requirements, refer to Menlo Park Municipal Water's backflow prevention (cross connection control) device installation guidelines at menlopark.gov/waterquality.

San Mateo County Environmental Health Services manages Menlo Park Municipal Water's Cross Connection Control Program. This program protects the City's drinking water system from contamination caused by backflow by ensuring that backflow prevention assemblies are tested annually.

The County mails notifications as a reminder to have your backflow prevention assembly tested each year. You can prevent backflow by ensuring a County-certified Backflow Prevention Tester tests your backflow prevention assembly annually. If you have a backflow prevention assembly that has never been tested, or if you think your property is missing a backflow device, notify the County immediately at 650-372-6200 or backflow@smcgov.org.

For additional information, visit San Mateo County Health's Cross Connection Control Program website at smchealth.org/crossconnection.

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. Our fluoride target level in the water is 0.7 milligram per liter (mg/L, or part per million, ppm), consistent with the May 2015 State regulatory guidance on optimal fluoride level. Infants fed formula mixed with water containing fluoride at this level may still have a chance of developing tiny white lines or streaks in their teeth. These marks are referred to as mild to very mild fluorosis, and are often only visible under a microscope. Even in cases where the marks are visible, they do not pose any health risk. The CDC considers it safe to use optimally fluoridated water for preparing infant formula. To lessen this chance of dental fluorosis, you may choose to use low-fluoride bottled water to prepare infant formula. Nevertheless, children may still develop dental fluorosis due to fluoride intake from other sources such as food, tooth paste and dental products.

Contact your healthcare provider or State Water Board if you have concerns about dental fluorosis. For additional information about fluoridation or oral health, visit the State Water Board's website, waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html, or the CDC website cdc.gov/fluoridation.

DRINKING WATER AND LEAD

Exposure to lead, if present, can cause serious health effects in all age groups, especially for pregnant women and young children. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have 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. Menlo Park Municipal Water completed an inventory of lead user service lines (LUSL) in its system and there are no known pipelines and connectors between water mains and meters made of lead. Our policy is to remove and replace any LUSL promptly if it is discovered during pipeline repair and/or maintenance. Menlo Park Municipal Water is 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. You share the responsibility of protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to remove lead from drinking water. Information about lead in drinking water, testing methods, and steps you can take to minimize exposure is available at the United States Environmental Protection Agency (EPA) website epa.gov/safewater/lead.

LEAD AND COPPER TAP SAMPLING

Every three years, Menlo Park Municipal Water must take at least 30 lead and copper samples in order to meet California's Lead and Copper Rule. In August 2021, 34 residential water customers who met very specific requirements, volunteered and took samples from their household taps. The 90th percentile results were below the lead and copper action levels. Refer to the water quality data table insert in this report for a summary of these results. The next sampling is scheduled for summer 2024.

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 U.S. 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 (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, MRDLs and treatment techniques (TTs) 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.

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

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

BORON DETECTION ABOVE NOTIFICATION LEVEL IN SOURCE WATER

In 2023, boron was detected at a level of 1.7 ppm in the raw water stored in Pond F3 East, one of the San Francisco Public Utilities Commission's approved sources in the Alameda Watershed. Similar levels were also detected in the same pond in 2017 and 2019. Although the detected value is above the California notification level of 1 ppm for source water, the corresponding level in the treated water from the Sunol Valley Water Treatment Plant was only 0.1 ppm due to blending with water from San Antonio Reservoir in the influent pipeline to the treatment plant. Boron is an element in nature, and is typically released into air and water when soils and rocks naturally weather.

Menlo Park Municipal Water
Water Quality Data 2023[1]

This report is a snapshot of the water quality for the 2023 calendar year. The tables below list detected contaminants in Menlo Park Municipal Water's drinking water 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 Board monitoring waiver for several contaminants in the surface water supply and therefore their monitoring frequencies are less than annual. Visit sfpuc.org/waterquality for a list of all water quality parameters monitored in both raw water and treated water in 2023.

DETECTED CONTAMINANTS	UNIT	MCL/TT	PHG OR (MCLG)	RANGE OR LEVEL FOUND	"AVERAGE OR [MAX]"	TYPICAL SOURCES IN DRINKING WATER
TURBIDITY						
Unfiltered Hetch Hetchy water	NTU	5	N/A	0.3 - 0.9 [2]	[2]	Soil runoff
Filtered water from Sunol Valley Water Treatment Plant	NTU -	1[3] Min 95% of samples ≤ 0.3 NTU[3]	N/A N/A	- 100%	[0.2] -	Soil runoff Soil runoff
Filtered water from Harry Tracy Water Treatment Plant	NTU -	1[3] Min 95% of samples ≤ 0.3 NTU [3]	N/A N/A	- 99.4% - 100%	[0.6] -	Soil runoff Soil runoff
DISINFECTION BYPRODUCTS AND PRECURSOR						
Total trihalomethanes	ppb	80	N/A	42.7 - 67.2	59.4[4]	Byproduct of drinking water disinfection
Five Haloacetic Acids	ppb	60	N/A	26.7 - 62.0	48.0[4]	Byproduct of drinking water disinfection
Bromate	ppb	10	0.1	ND - 1.7	[1][5]	Byproduct of drinking water disinfection
Total Organic Carbon[6]	-	TT (% Removal Ratio)	N/A	1.2 - 1.8	[1.5][5]	Various natural and man-made sources
MICROBIOLOGICAL						
E. coli[7]	-	0 positive samples	(0)	-	0	Human or animal fecal waste
Giardia lamblia	cyst/L	TT	(0)	0 - 0.13	0.03	Naturally present in the environment
INORGANICS						
Fluoride (source water) [8]	ppm	2.0	1	0.4 - 2.6	0.6	Erosion of natural deposits; water additive to promote strong teeth
Nitrate (as N)	ppm	10	10	ND - 06	ND	Erosion of natural deposits
Chloramine (as chlorine)	ppm	MRDL = 4.0	MRDLG = 4	2.5 - 3.3	3.2[5]	Drinking water disinfectant added for treatment
CONSTITUENTS WITH SECONDARY STANDARDS	**UNIT**	**SMCL**	**PHG**	**RANGE**	**AVERAGE**	**TYPICAL SOURCES IN DRINKING WATER**
Aluminum [9]	ppb	200	600	ND - 82	ND	Erosion of natural deposits; some surface water treatment residue
Chloride	ppm	500	N/A	<3 - 17	8.7	Runoff / leaching from natural deposits
Color	Unit	15	N/A	<5 - 5	<5	Naturally-occurring organic materials
Iron	ppb	300	N/A	<6 - 42	19	Leaching from natural deposits
Manganese	ppb	50	N/A	<2 - 2.6	2.6	Leaching from natural deposits
Specific conductance	µS/cm	1600	N/A	32 - 289	175	Substances that form ions when in water
Sulfate	ppm	500	N/A	1.2 - 36	17	Runoff / leaching from natural deposits
Total dissolved solids	ppm	1000	N/A	< 20 - 153	84	Runoff / leaching from natural deposits
Turbidity	NTU	5	N/A	0.1 - 0.6	0.3	Soil runoff

Menlo Park Municipal Water
Water Quality Data 2023[1]

LEAD AND COPPER	UNIT	AL	PHG	RANGE	90TH PERCENTILE	TYPICAL SOURCES IN DRINKING WATER
Copper	ppb	1300	300	ND - 53[10]	ND	Internal corrosion of household water plumbing systems
Lead	ppb	15	0.2	ND - 23[11]	ND	Internal corrosion of household water plumbing systems

NON-REGULATED WATER QUALITY PARAMETERS	UNIT	ORL	RANGE	AVERAGE
Alkalinity (as $CaCO_3$)	ppm	N/A	3.1 - 103	46
Boron	ppb	1000 (NL)	22 - 65	40
Calcium (as Ca)	ppm	N/A	2.9 - 24	13
Chlorate[12]	ppb	800 (NL)	30 - 749	141
Chromium (VI)	ppb	N/A	0.11 - 0.35	0.23
Hardness (as $CaCO_3$)	ppm	N/A	7.5 - 86	46
Magnesium	ppm	N/A	0.2 - 8.4	4.7
pH	-	N/A	8.4 - 9.8	9.2
Potassium	ppm	N/A	0.9 - 1.7	1
Silica	ppm	N/A	4.4 - 9.4	6.2
Sodium	ppm	N/A	2.7 - 20	14
Strontium	ppb	N/A	14 - 331	139

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

FOOTNOTES:

(1) All results met State and Federal drinking water health standards.
(2) These are monthly average turbidity values measured every four (4) hours daily.
(3) This is a TT requirement for filtration systems.
(4) This is the highest locational running annual average value.
(5) This is the highest 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 Sunol Valley Water Treatment Plant only. In 2023, the range of the Sunol Valley Water Treatment Plant effluent total organic carbon levels were 0.6 ppm – 3.3 ppm.
(7) The MCL was changed to E. coli based starting on July 1, 2021 when the State Revised Total Coliform Rule became effective.
(8) Natural fluoride in the Hetch Hetchy source was ND. Elevated fluoride levels in raw water at the Sunol Valley Water Treatment Plant and Harry Tracy Water Treatment Plant were attributed to the transfer of fluoridated Hetch Hetchy water into the local reservoirs. In 2023, the average fluoride level in raw water sources was 0.3 mg/L.
(9) Aluminum also has a primary MCL of 1,000 ppb.
(10) The most recent Lead and Copper Rule monitoring was in 2021. 0 of 34 site samples collected at consumer taps had copper concentrations above the AL.
(11) The most recent Lead and Copper Rule monitoring was in 2021. 1 of 34 site samples collected at consumer taps had lead concentrations above the AL.
(12) The detected chlorate in the treated water is a degradation product of sodium hypochlorite used by the State Water Board for water disinfection.

NOTE: Additional water quality data may be obtained by calling Menlo Park Municipal Water at 650-330-6750.

Contaminants and regulations

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

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

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

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 healthcare providers.

Cryptosporidium is a parasitic microbe found in most surface water. The San Francisco Public Utilities Commission regularly tests for this waterborne pathogen, and found it at very low levels in source water and treated water in 2023. However, current test methods approved by the United States Environmental Protection Agency do not distinguish between dead organisms and those capable of causing disease. Ingestion of Cryptosporidium may produce symptoms of nausea, abdominal cramps, diarrhea, and associated headaches. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

The United States Environmental Protection Agency and the Center of Disease Control provide guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants. This information is available from the United States Environmental Protection Agency's Safe Drinking Water Hotline 800-426-4791 or at epa.gov/safewater.

Customers can demonstrate a medical need for water if they can provide a written certification from their primary care provider that discontinuation of water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where water service is provided. Menlo Park Municipal Water maintains a list of customers who have a medical need for water. To request that we add you to our list, please send your name and address, water account number, and written certification from your primary care provider to water@menlopark.gov.

REVISED TOTAL COLIFORM RULE

This report reflects changes in drinking water regulatory requirements during 2022, in which the State Water Board adopted California version of the federal Revised Total Coliform Rule. The revised rule, effective on July 1, 2021, maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). Greater public health protection is anticipated, as the revised rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

MONITORED CONTAMINANTS WITHOUT A PRIMARY MCL

Every five years, the United States Environmental Protection Agency issues a new list of up to 30 unregulated contaminants to be monitored by public water systems. The monitoring data will help the Environmental Protection Agency create future regulations and other actions to protect drinking water. The Fifth Unregulated Contaminant Monitoring Rule (UCMR 5) requires sample collection between 2023-2025 and includes various polyfluoroalkyl substances (PFAs) and lithium. PFAs are a group of synthetic chemicals used in a wide range of industrial applications and consumer products. Lithium is a naturally occurring metal found in groundwater sources and in a variety of foods. Menlo Park Municipal Water completed the last of four quarterly sampling requirements in April 2024 and no UCMR 5 contaminants were detected. For additional information about UCMR 5, please visit the United States Environmental Protection Agency website at epa.gov/dwucmr.

Drought conditions

Menlo Park Municipal Water recommends its customers continue efforts to conserve water and make conservation a way of life. Visit menlopark.gov/drought for current information about the City's drought conditions, in addition to water conservation practices and the U.S. Drought Monitor update.

For commercial, institutional, and HOA common areas, watering decorative grass with potable water remains restricted: The Emergency Regulation to Ban Decorative Grass Watering (non-functional turf irrigation) in commercial, industrial, and institutional areas, including HOA common areas is in effect and is set to expire in June 2024, however, it is anticipated that the Board will extend the ban. This ban coincides with the state's long-term goal of Making Conservation a California Way of Life, regardless of the weather. In October 2023, the California State Legislature passed Assembly Bill 1572, which phases in a ban on decorative grass watering in commercial, industrial, and institutional areas permanently. "Non-functional turf" is defined as turf that is solely ornamental and not regularly used for human recreational purposes or for civic or community events (does not include sports fields).

ADDITIONAL CONSERVATION MEASURES ADOPTED BY CITY COUNCIL

- Hotels and motels shall provide guests the choice to reuse or launder towels and linens daily
- Restaurants and other food service operations shall serve water only upon request
- Broken or defective plumbing and irrigation systems must be repaired or replaced within a reasonable period (not exceeding seven days).
- Recreational water features shall be covered when not in use

WATER CONSERVATION RECOMMENDATIONS

Menlo Park Municipal Water recommends that its customers continue to conserve by considering the following measures:

- Be mindful of applying water to outdoor landscapes that cause more than incidental runoff
- Install an automatic shut-off nozzle for hoses used to wash vehicles, outdoor hand watering, etc.
- Do not use potable water to wash impervious areas unless it addresses an immediate health and safety need
- Turn your irrigation system off within 48 hours of measurable rainfall
- Use recirculating water systems to fill or top off decorative fountains, lakes, or ponds instead of potable water
- Water needed for street cleaning or construction site preparation should use recycled water where possible
- Newly constructed homes and buildings should consider irrigating with drip or microspray only

To make water conservation easier for residents, Menlo Park Municipal Water collaborates with the Bay Area Water Supply and Conservation Agency to offer a variety of water conservation rebates, incentives and free water-saving fixtures to residents and businesses that are MPMW customers. For more information visit menlopark.gov/waterconservation.

Water conservation rebates and incentives

LANDSCAPE ANALYSIS PROGRAM

A free landscape analysis program is offered to commercial and multifamily customers. An irrigation expert will evaluate your site and provide you with a personalized report on how you can improve water efficiency or save on water costs. Limited funding is available per year, and appointments are set up based on a first-come, first-served basis. Call 650-330-6750 to schedule an audit.

SMART CONTROLLER PROGRAM

The City of Menlo Park has partnered with the Bay Area Water Supply and Conservation Agency (BAWSCA) to offer an exclusive rebate on the purchase of the Rachio 3 Smart Irrigation Controller. The goal of this program is to increase residential outdoor water use efficiency.

Information on the Rachio 3 Smart Irrigation Controller:

- Can save up to 50% of your outdoor water use
- Costs depending on the size of your landscape plus sales tax (up to a $270 retail value)
- Is compatible with almost any irrigation system–just swap out your old controller and continue using your existing pipes and sprinkler heads
- Calculates when and how long to run your sprinklers
- Allows you to control your sprinklers from anywhere with your mobile device

Check your eligibility and purchase a Rachio Smart Controller today at bawsca.rachio.com.

LAWN BE GONE (LAWN REPLACEMENT PROGRAM)

Menlo Park Municipal Water is offering a rebate of up to $3 per square foot to customers opting to convert their water-intensive lawn into a water-efficient landscape. To receive the rebate, you must submit an application and receive a Notice to Proceed before removing your lawn. Don't miss out on this innovative landscaping program that replaces traditional lawns with modern, eco-friendly plants, flowers and landscape elements.

Program Information:

- A minimum of 200 square feet of lawn must be converted
- Pre- and post-conversion inspections are required
- The converted area must contain low water-use plants
- Fill out the Lawn Be Gone application: a notice to proceed will be provided before starting your conversion
- To apply online or for more information, visit bawsca.dropletportal.com

IRRIGATION HARDWARE REBATE PROGRAM

Offers an irrigation hardware rebate for the purchase and installation of irrigation equipment to enhance irrigation efficiency and reduce water use. The program provides rebates of up to $5 for high-efficiency sprinkler nozzles, up to $10 for spray bodies with pressure regulation, and up to $30 for large rotors.

For more information or to apply for this program, visit bawsca.dropletportal.com.

RESIDENTIAL SELF-AUDIT TOOL KITS

To conserve water inside your home, the first step is understanding how much water you use and where to look for potential leaks. The Residential Self-Audit Tool Kits are free to Menlo Park Municipal Water customers and includes a step-by-step guide to teach you how to perform your own indoor survey, toilet dye tablets, a simple device to help measure your flow rates of your sinks and showers as well as general indoor leak information.

For more information or to request a tool kit, visit bawsca.dropletportal.com/residential_self_audit or contact water@menlopark.gov.

RAIN BARREL REBATE PROGRAM

Menlo Park Municipal Water customers are offered a rebate of up to $200 for the purchase and installation of qualifying rain barrels and cisterns. Households must submit their application within 90 days to qualify.

For more information and to apply, visit bawsca.dropletportal.com.

Water Conservation Areas in Menlo Park

In an effort to address California's vulnerability to droughts and to lower the City's water usage, Menlo Park has converted the lawn of several public areas to drought tolerant landscapes. These selected areas around Menlo Park were converted to demonstrate water saving landscaping, efficient irrigation practices and planting methods. Beneficial ground cover, native decorative succulents, trees and permeable landscapes are some of the drought tolerant plants that were installed. Residents are encouraged to view these areas around the City to see first hand how non-functional landscapes can be converted to save thousands of gallons of water. To assist residents with converting their lawns, the City of Menlo Park offers $3 per square foot of lawn converted to drought tolerant landscape through the Lawn Be Gone program.

HAMILTON PARK

The surrounding lawn area at Hamilton Park was replaced with bio swales and grass areas to reduce the City's water usage and improve stormwater management. Bio swales are designed to collect rainwater, soak it in the ground and filter out any pollution. The bio swales installed are a type of groundcover that suppresses weeds and grows low to the ground floor. Bioswales are a great tool for stormwater management because they improve rainwater quality and reduce runoff. Native bioswale species are adapted to being dormant outside of the rainy season and can survive until rainwater is available again.

CORPORATION YARD

The area of landscape in front of the Menlo Park Corporation Yard was replaced with a garden of cactuses, succulents and a tree. This area was installed to be highly independent and have very low water needs. This small area of landscape allows the City of Menlo Park to save a large amount water per year due to the shallow roots of grass requiring daily water intake to remain green. Non-functional turf is the perfect type of landscape to replace with drought tolerant plants and mulch.

ARRILLAGA FAMILY RECREATION CENTER

The landscape in front of the Arrillaga Family Recreation Center next to City Hall was replaced with mulch and a variety of drought tolerant plants. Mulch helps to insulate plant roots, reduce weeds, minimize water loss and control erosion. Overtime, the decomposition of mulch increases the water-holding capacity of the soil, thereby conserving water. Similarly, the City removed the landscape area that surrounds the fountain in front of the Arrillaga Center and installed water efficient plants. Drip irrigation was also installed which delivers water in slow, small drips to individual or groups of plants. Drip irrigation is the most efficient type of automatic irrigation for non-turf areas which can save up to 75% of the amount of water used by traditional sprinkler systems.

MENLO PARK LIBRARY

The lawn area that surrounded the Menlo Park Library was replaced with a majority of mulch as well as a variety of drought tolerant plants. Similar to the Arrillaga Family Recreation Center, the mulch areas were installed to minimize water loss and conserve water. The turf area located at the back side of the library was replaced with a rain garden in order to capture and harvest incoming rainwater to improve the City's groundwater supply. Rain gardens can be a cost effective way to reduce runoff, filter pollutants, save water and provide shelter for the local ecosystem.

Tips to conserve water

INDOOR TIPS TO CONSERVE WATER

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

OUTDOOR TIPS TO CONSERVE WATER

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

Water rates

WATER RATES

Menlo Park Municipal Water's annual rate increase will take effect on July 1 and appear on customer's August water bills. Customers will see a 9.7% rate increase corresponding to the five-year water rates adopted by the City Council on May 11, 2021, as well as the San Francisco Public Utilities Commission wholesale pass-through rate.

Water rates are reviewed and adjusted to fund the costs of ongoing operations and future capital infrastructure needs. Water rates consist of the following:

- Monthly fixed meter charge based on the size of the water meter, or monthly fixed unmetered fire charge based on the size of the water connection
- Water consumption charge based on metered water use
- Water capital surcharge based on metered water use
- San Francisco Public Utilities Commission wholesale pass-through rate of $1.00 per CCF. Menlo Park Municipal Water purchases all of its water from San Francisco Public Utilities Commission. The adopted water rates assumed certain San Francisco Public Utilities Commission wholesale rates effective July 1 each year. Pursuant to California Government Code 53756, any additional increases in San Francisco Public Utilities Commission wholesale water rates may pass-through to water users when actual San Francisco Public Utilities Commission rates exceed estimates. This pass-through provision applies to wholesale rates, water management charges, and other regulatory or environmental charges required by San Francisco Public Utilities Commission.
- Drought surcharge only applicable based on the drought stage declared by City Council

For more information visit menlopark.gov/waterrates.

NEW WATER RATES STARTING JULY 1, 2024

WATER CONSUMPTION CHARGE [1]	
Tier 1: 1 - 6 ccf	$5.89 per ccf
Tier 2: 7 - 12 ccf	$7.90 per ccf
Tier 3: Over 12 ccf	$10.06 per ccf
WATER CAPITAL SURCHARGE	
All Usage	$1.83 per ccf
MONTHLY FIXED METER (BASED ON METER SIZE)	
5/8" & 3/4"	$31.93
1"	$53.21
1-1/2"	$106.45
2"	$170.31
3"	$340.62
4"	$532.22
6"	$1,064.44
8"	$1,703.10
10"	$2,448.19
MONTHLY FIXED UNMETERED FIRE CHARGE (BASED ON FIRE SERVICE SIZE)	
1-1/2"	$35.00
2"	$56.00
3"	$111.98
4"	$174.97
6"	$349.93
8"	$559.89
10"	$804.85
12"	$1,504.71
DROUGHT SURCHARGES [2]	
Applicable only if the City Council declares a drought stage	
Stage 1: Up to 10%	$0.60
Stage 2: Up to 20%	$1.32
Stage 3: Up to 30%	$2.21
Stage 4: Up to 40%	$3.34
Stage 5: Up to 50%	$4.83
Stage 6: Greater then 50% - The actual drought surcharge will be calculated based on the actual water conservation target that must be met	$6.86

FOOTNOTES:

(1) 1 ccf (hundred cubic feet) = 748 gallons

(2) The drought stages are described in more detail in the 2020 Water Shortage Contingency Plan, adopted by City Council in May 2021.

AVOID FEES – PAY YOUR WATER BILL ON TIME

Since November 2019, Menlo Park Municipal Water has not charged late fees or disconnected any water services. Menlo Park Municipal Water plans to reinstate late fees and disconnection of water services for nonpayment in fiscal year 2024-25. If you are concerned about paying your bill, we encourage you to contact customer service to set up a payment plan. Customers will be notified when this happens. Visit menlopark.gov/waterrates for up-to-date information regarding late fees or water disconnections.

Water customers are responsible to ensure that monthly payments are paid on time to avoid penalties, additional fees, and to prevent possible disconnection of service. There are several payment options available as shown below.

- Visit menlopark.util360.com
- Call 844-360-7733
- Mail a check (Include your payment and payment coupon and mail in the provided return envelope) to:

  City of Menlo Park
  PO Box 45372
  San Francisco CA, 94145-0372

- In person at the following locations:
  - Menlo Park Library – 800 Alma St.
    Hours: Monday–Wednesday, Noon–8 p.m.,
    Thursday–Sunday, 10 a.m.–6 p.m.
  - Belle Haven Community Campus –100 Terminal Ave.
    Hours: Monday–Friday, 8 a.m.–8 p.m.
  - Payments can be made at any MoneyGram payment location. When making payments, provide either the name "Menlo Park Municipal Water" or code: "19334."

    Few nearby locations are:
    - Soleska Market, 1305 Willow Rd.
    - CVS, 325 Sharon Park Dr.
    - Additional locations can be found at:
    moneygram.com/locations

    *Please note there is a $2.50 processing fee per transaction (only for MoneyGram locations) and credit/debit card payments incur a 4% convenience fee.

Utility statements are due and payable upon receipt. Please pay your monthly water bill on time to avoid penalties and fees. Past due accounts will incur additional fees (1.5%) and charges per the City's Policy, available at menlopark.gov/water.

Customers with past due water bills that are more than 60 days old may be disconnected for non-payment and a reconnection fee may apply. To prevent disconnections, customers may qualify for a payment arrangement, or remit payment at least one business day before the scheduled disconnection date. Before restoring service, customer must pay the full account balance plus a reconnection fee ($140 for next day service during business hours, or $338 for same day, evening or weekend service).

If you have any additional questions regarding payment arrangements or deferred payments, contact customer service at 844-360-7733 or submit a support ticket to menlopark.util360.com.

WATER LEAKS

If you think you have a water leak, follow these steps to determine where you may have a leak:

1. Turn off all faucets and water-using appliances.
2. Locate your water meter and lift the cover to see the meter dial.
3. If the dial is moving, you have a leak.
4. If the dial appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape.
5. Keep the water off. Wait at least 15-30 minutes.
6. Reread the meter gauge or check the dial location again. If the needle has moved, you could possibly have a leak somewhere in your system.
7. If you have a leak, contact a plumber or leak detection agency to find the source to determine if your leak is inside or outside your house.
8. Shut off the main water valve to the inside of your house.
9. Return to the water meter and lift the cover to see the meter dial.
10. If the dial appears to be still, record the meter reading or mark the needle position with a pencil or piece of tape.
11. Keep your water off and wait at least 15-30 minutes.
12. If the dial has moved and the water is shut off to the house, you have a leak somewhere outside of the house.
13. If the meter has not moved and the water to the house is shut off, your leak is somewhere inside the house.

If you have a water leak, customers may submit a Water Leak Credit Application to their online water billing portal account at menlopark.util360.com within 60 days from the bill date and provide documentation that the leak has been identified and repaired. Shutting off the source of the leak is not considered a repair, and undetermined or general high water consumption is not eligible for adjustment. Adjustments may not exceed 50% of the excess consumption charge and water service shall not be discontinued while the application is pending.

Update on water projects

AUTOMATED METER INFRASTRUCTURE (AMI) PROJECT

The AMI project will retrofit or replace existing meters for all Menlo Park Municipal Water customers. The new meters (referred to as "smart meters") will use radio frequency communication technology to read water data on an hourly basis. It will decrease the time for meter data collection, improve the efficiency of billing operations, and enhance customer service. It requires installation of a transceiver at each Menlo Park Municipal Water customer's meter to transmit the data, a fixed base antenna to collect radio meter reads, and a data management system to store and interpret data.

The AMI system allows water meters to be read remotely, providing hourly water use data so customers can detect potential leaks early, reduce surprise bills and view water usage in near real-time. This allows water users to understand their water use, make adjustments if desired, and see immediate effects. Full meter installation will begin in summer 2024 and be completed by the end of 2024.

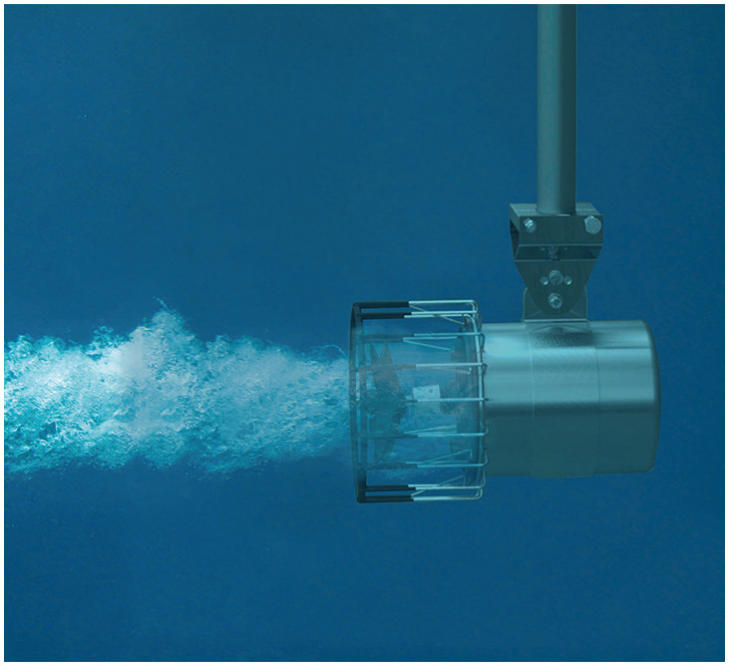
WATER MAIN REPLACEMENTS

The water main replacement project is a recurring project that involves replacing/improving a portion of the existing distribution system. Over the past years, new water mains have been installed on Haven Avenue, Warner Range Avenue, portions of Monte Rosa Drive, and Trinity Drive. Construction of the Continental Drive and O'Brien Drive Water Main Replacement projects are anticipated to begin in May 2024. Currently under design is a portion of Sand Hill Road and Monte Rosa Drive between Sand Hill Road and Siskiyou Road.

Visit menlopark.gov/watermainreplacement for more details.

ROOF REPLACEMENT PROJECT AT SAND HILL RESERVOIR NO. 2

The project will remove the existing mineral roof system and superstructure and install a new roof system in addition to installing mixers in both Reservoir No. 1 and Reservoir No. 2 to improve water quality. The design is anticipated to be completed by the end of 2024.



EMERGENCY WATER STORAGE/SUPPLY PROJECT

The Emergency Water Storage/Supply project will provide a backup water supply to the service area located east of El Camino Real, which lacks emergency storage and supply in the event water from the San Francisco Public Utilities Commission is reduced or unavailable. The project includes site screening, site ranking, detailed engineering and hydrologic evaluation, and community engagement.

Menlo Park Municipal Water has one emergency groundwater well at the City's corporation yard located at 333 Burgess Dr., which is able to provide up to 1,500 gallons per minute (gpm) for backup supply. The City plans to design and construct one to two additional emergency wells in order to achieve another 1,500 gpm (for a total supply capacity of 3,000 gpm) as part of the Emergency Water Storage/Supply project. The City is also investigating locations for a future underground reservoir to increase supply reliability.

Visit menlopark.gov/emergencysupplywells for more details.

URBAN WATER MANAGEMENT PLAN AND WATER SHORTAGE CONTINGENCY PLAN

The Urban Water Management Plan addresses changing conditions related to water sources, water availability, water demands, and water reliability for the next 20 years. The latest Urban Water Management Plan was adopted in 2021 and is updated every five years. It includes a Water Shortage Contingency Plan, which outlines shortage response actions (City responses and corresponding regulations/prohibition) for each of the six required drought stages (up to 10, 20, 30, 40, 50, and greater than 50% reductions). The 2020 Urban Water Management Plan and 2020 Water Shortage Contingency Plan are available at menlopark.gov/watermanagementplan. An updated Urban Water Management Plan will be available in 2026.

WATER SYSTEM MASTER PLAN

The Water System Master Plan provides a comprehensive evaluation of the water distribution system, recommends a 25-year capital improvement program, and strategizes planning and budgeting efforts in order to maintain distribution reliability and efficiency under current water demands, future growth, and emergency situations. The 2018 Plan is available at menlopark.gov/masterplans.

Protect our water supply

WATER POLLUTION PREVENTION – KEEP OUR STORM DRAINS CLEAN

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

1. Litter (e.g. cans, paper, plastic bags, and cigarette butts)
2. Chemicals (e.g. detergents, automotive fluids, and fertilizers)
3. Organic waste (e.g. leaves, lawn and garden clippings and animal excrement)

Follow these tips to help reduce pollution and dispose of items properly:

- Clean up automotive leaks and keep your vehicle in good working order
- Dispose of cigarette butts and litter properly
- Dispose of hazardous waste properly
- Wash cars at the car wash
- Install more pervious surface
- Keep storm drains clear of debris
- Pick up after your pet
- Use less toxic cleaners and pesticides
- Find a paint drop off site
- Find a motor oil and filter recycling location
- Find a cooking oil recycling location
- Visit flowstobay.org/toxic for more information about household hazardous waste

If you notice waste dumped illegally in or near the storm drains or in the public right of way, complete the illicit discharge form at menlopark.gov/stormwater or call 650-330-6750, and the City will investigate further. For more information about the stormwater system, visit menlopark.gov/stormwater, email stormwater@menlopark.gov or call 650-330-6750.

Menlo Park Municipal Water
701 Laurel St.
Menlo Park, CA 94025

CONTACT US

- Visit menlopark.gov/water
- Email water@menlopark.gov
- Call 650-330-6750

BILLING

- Visit menlopark.util360.com
- Call 844-360-7733

MAINTENANCE

- Call 650-330-6780
  Monday–Thursday, 7:30 a.m.–4:30 p.m., and alternate Fridays, 8 a.m.–5 p.m.
- Call 650-330-6300
  After hours, weekends, and holidays

2023 WATER QUALITY REPORT

This report contains important information about our drinking water. This report is available in Spanish at menlopark.gov/water.

GET INVOLVED

We welcome your input on issues that affect drinking water quality. Visit menlopark.gov for details about upcoming public meetings. City Council meetings are generally held on the second and fourth Tuesdays of the month and are held at 6 p.m.