

2017 REPORT TO CONSUMERS ON WATER QUALITY

FREQUENTLY ASKED QUESTIONS

HOW HARD IS OUR WATER?

Water hardness is due to dissolved minerals such as calcium and magnesium and occurs naturally in water supplies. Though hard or soft water is not clearly defined, typically, levels of dissolved Calcium Carbonate (CaCO3) in water above 130 ppm or 8 grains per gallon, is considered hard and can cause scale to build up in pipes, on faucets, and leave white spots on dishware. The City's source water hardness ranges from 79 to 563 ppm with an average of ~20 grains per gallon.

WHY DOES MY WATER LOOK YELLOW/BROWN?

The surface water source at times has trace amounts of dissolved Iron and Manganese, which may cause a yellow/brown color in the water, usually most visible in white bathtubs, sinks or toilets. This condition does not constitute a health risk and flushing your water pipes will often remedy the situation. Another source of color can be naturally occurring organic materials.

WHY DOES MY WATER LOOK CLOUDY OR MILKY?

Cloudy or milky water is usually due to air bubbles in the water. Distribution pipes carry water under pressure, which keeps air dissolved in the water. These bubbles initially make a glass of water appear cloudy, but will slowly rise and the water turns clear.

WHY DOES MY DRINKING WATER TASTE OR SMELL FUNNY?

Taste comes from the minerals dissolved in the water. The two most common reasons for poor tasting or smelling water are:

- Chlorine odor or taste is normally a result of the chlorine required to disinfect the water supply. If the smell is particularly strong, leave the water in an open container for the chlorine to dissipate. A residential carbon filter element can improve this.
- A rotten-egg odor in water is caused by hydrogen sulfide, (non-toxic in small amounts), dissolved in the water and usually coming from the hot water faucet. A remedy is to slightly turn up the temperature in your water heater. Periodic draining of the water heater is recommended, and may help. Also, if you let the water flush for a few seconds, the smell may disappear.

IS FLUORIDE ADDED TO OUR DRINKING WATER?

No, fluoride is not added to the City's water supply. However, it does occur naturally.

SPILL RESPONSE AGENCIES

For additional information on water conservation, please contact the following agencies:

City of Hollister Community Services (831) 636-4370 www.hollister.ca.gov	San Benito County Water District (831) 637-8218 www.sbcwd.com
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Please contact our stormwater hotline **1 (800) 78-CRIME** if you see anyone dumping into the stormwater drains.

HOW YOU CAN HELP PREVENT STORM WATER POLLUTION

Utilize Green Gardening Methods

- Plant native, drought-tolerant plants to conserve water use
- Use compost and mulch to naturally feed soil

Re-invent your yard

- Reduce the amount of paved surfaces in your yard by replacing pavement with trees, shrubs and various ground covers.
- Redirect downspouts to flow directly into garden and landscaping
- Choose pest and disease resistant varieties of ground cover

Maintain water on-site

- Establish a rain garden (landscaped depression in yard) to collect stormwater and nourish plants
- Utilize rain barrels to capture runoff from roofs

Maintain your car to minimize pollution

- Maintain your vehicle to prevent leaks of auto fluids
- Wash your car on a grass or gravel area
- Use minimal amounts of biodegradable, phosphate-free soap when washing your car
- Pour leftover soapy water down a household sink

Limit use of pesticides and fertilizers

- Test the soil in your yard to determine if fertilizer is necessary
- Avoid applying pesticide if the forecast calls for rain
- Avoid spreading fertilizer on paved areas
- Properly dispose of fertilizer and pesticide by dropping materials off at a household hazardous waste drop-off facility in San Benito County

IN MEMORIAM, GEORGE VILLEGAS

Earlier this year the City of Hollister Management Services Water Division lost one of its own. George Villegas was a Water Distribution Operator that served the City of Hollister for over 30 years. During this time George used his vast experience to provide a new generation of Water Operators guidance as they learned the great role their job has in protecting the public's health.

George was also a known friendly face in the community, and would often go out of his way to assist residents wherever he could. While we mourn the loss of such a vital part of our family, we are so grateful to have been able to share in his life.

We will miss you George.



City of Hollister Water System 2017 Annual Drinking Water Quality Report

Este informe contiene información muy importante sobre su agua potable, lea el segundo párrafo.

Para información en español llame al (831) 636-4370

REPORT SUMMARY

The City of Hollister (City) is pleased to present this year's Annual Drinking Water Quality Consumer Confidence Report. The purpose of this report is to increase your understanding and confidence in the quality of drinking water delivered to you by the City of Hollister Water System. Included are details about where your water comes from, what it contains, and how it compares to State standards. Our constant goal is to give you a safe and reliable drinking water supply.

Please note that tenants, employees and students may not receive this report since they are not direct customers of the City. Please make this report available to such people by distributing copies or posting in a conspicuous location. This report is also available on-line at:

<http://hollister.ca.gov/government/city-departments/community-services/utilities-water/>

HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS 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 health care providers. U S Environmental Protection Agency and Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791). www.epa.gov/safewater/hfacts.html and California Department of Health Services web site www.dhs.ca.gov/ps/ddwem/default.htm

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganics, 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 and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

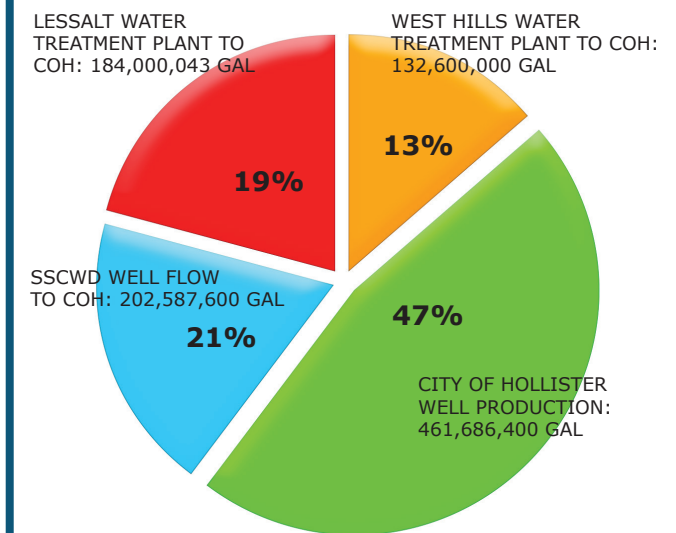
Water quality monitoring information for all sources to the City of Hollister Water System is available in tables shown in the various sections of this report. Additional water quality data is provided for regular monitoring performed in 2017, throughout some 200 miles of water distribution system.

WATER SOURCES

During 2017, the City of Hollister obtained 47% of its potable drinking water from its five active deep groundwater wells located throughout the City and Cienega Valley, 19% from San Felipe surface water, treated at the Lessalt Water Treatment Plant, 21% of groundwater from the Sunnyslope County Water District (SSCWD) wells through a series of distribution system inter-ties, and 14% from the new West Hills Water Treatment Plant.

2017 CITY OF HOLLISTER WATER SOURCES

Total produced surface and ground water entering and leaving COH system, in Gallons and Percent of Total (847,750,343 Gallons)



WEST HILLS WATER TREATMENT PLANT

In October 2017 the West Hills Water Treatment Plant officially came online providing Hollister residents a brand new source of drinking water. The plant located at 2533 Union Road, treats surface water taken in from the San Luis and San Justo Reservoirs.

This new treated water will be a significant improvement to overall water quality. Residents can expect their water to be softer, as a result of removed minerals. In addition this new water supply assists in ensuring residents and businesses have access to a sustainable resource for years to come.

For more information please check out: <https://www.sbcwd.com>

WATER QUALITY

The City regularly collects and tests water samples from designated sampling points throughout our water distribution system to ensure the water delivered to you meets or exceeds federal and state drinking water standards. In addition to our extensive treatment process control monitoring, from January 1st to December 31st, 2017 the City has conducted more than 700 tests for over 100 contaminants. Only 23 of these contaminants were detected. All results from these tests passed rigorous state and federal water quality regulations.

However, 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. So, In order to ensure that tap water is safe to drink, the USEPA and SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB-DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

CITY OF HOLLISTER WATER DEPARTMENT

HENRY GONZALES <i>UTILITY SUPERVISOR</i>	JOSE MEDINA <i>WATER OPERATOR I</i>	MEILIN DELGADO <i>SUPPORT SERVICES</i>
SUMMER GARCIA <i>LEAD WATER OPERATOR</i>	RAMON BECERRA <i>JR. WATER OPERATOR</i>	HYDIE McDONALD <i>ADMINISTRATIVE ANALYST</i>
RODRIGO AGUILAR <i>WATER OPERATOR I</i>	DIEGO PEREZ <i>JR. WATER OPERATOR</i>	MICHAEL GRZAN <i>UTILITY TECHNICIAN</i>
ISAIAH HERNANDEZ <i>WATER OPERATOR I</i>	JULIAN CAMARILLO <i>WATER OPERATOR I</i>	

For more information on this report please call Michael Grzan at (831)636-4377 or email at Michael.Grzan@Hollister.ca.gov.

Para una traducción al español de este informe, por favor llame al (831)636-4370 o por correo electrónico Michael.Grzan@Hollister.ca.gov

PUBLIC PARTICIPATION

The City Council normally meets the 1st and 3rd Monday of each month beginning at 6:30 p.m. in the City Council Chambers at 375 Fifth Street, Hollister.

Area water issues are discussed, and the public is also welcome at the Water Resource Association of San Benito County, which also meets at City Hall, 375 Fifth Street, on the first Thursday of most months at 7:00p.m. (see the WRA website at <http://www.wrasbc.org>)

KEY WATER QUALITY TERMS

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

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 are to monitor and control the odor, taste, and appearance of drinking water.

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.

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.

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

Secondary Drinking Water Standard (SDWS) - Secondary MCLs do not have PHGs or MCLGs because secondary MCLs are set to protect the aesthetics of water and PHGs and MCLGs are based on health concerns.

NITRATE INFORMATION

Three of the six locations monitored for Nitrate's in our drinking water produced results at levels above 5 mg/L for Nitrate as N, but below the maximum level acceptable for safe drinking water. Nitrate as N in drinking water at levels above 5 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 5 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

DRINKING WATER SOURCE WATER ASSESSMENT

Groundwater: An assessment of the City of Hollister Groundwater Well Sources (Hollister Wells #1 through #6 and Cullum #1 and #2) was completed in February 2006. Summaries of the results may be viewed at the locations presented further in this section. Currently, three wells are out of service indefinitely. These sources are considered most vulnerable to the following activities not associated with any detected contaminants: Agricultural, residential and municipal activities, septic and sewer collection systems, farm machinery, gas stations, chemical/petroleum processing/storage, utility stations- maintenance areas, dry cleaners, parking lots, and malls.

LESSALT Surface Water Treatment Plant: An assessment of the LESSALT Water Treatment Plant Surface Water Source was completed in March 2009. This source is considered most vulnerable to the following activities not associated with any detected contaminants: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

West Hills Surface Water Treatment Plant: In 2017 the City of Hollister, in partnership with Sunnyslope County Water District and San Benito County Water District, began sending to residents better quality water from the brand new West Hills Surface Water Treatment Plan. An assessment of this source was completed in April 2014. This source is most vulnerable to the following activities not associated with any detected contaminates: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

Copies of the [summaries](#) of the completed assessments may be viewed or obtained at:

City of Hollister Utilities Division 1321 South St Phone: 831-636-4377	State Water Resources Control Board Division of Drinking Water Monterey District Office 1 Lower Ragsdale Dr. Bldg 100, Ste 120 Monterey, CA 93940 Phone: 831-655-6939
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2017 HOLLISTER DRINKING WATER QUALITY DATA

The table below lists all 2017 (January 1st - December 31st, 2017), unless noted otherwise, detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The State allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, are more than one year old. ***NOTE: The results for TTHM's and HAA5's are based on an LRAA**

DISTRIBUTION SYSTEM								
PRIMARY REGULATED CONTAMINANTS	UNIT	MCL	PHG (MCLG)	RANGE	AVERAGE OR [MAX]	VIOLATION	MAJOR SOURCES OF CONTAMINANT	
MICROBIOLOGICAL CONTAMINANTS								
Total Coliform Bacteria	-	1	0	(0)	0	NO	Naturally present in the environment	
Fecal Coliform or E. coli	-	1	0	(0)	0	NO	Human and animal fecal waste	
Turbidity	NTU	5	5	(ND - 1.9)	0.25	NO	Soil runoff	
DISINFECTION BY-PRODUCTS								
TTHM	PPB	80	N/A	(19 - 121)	62*	NO	Byproduct of drinking water disinfection	
HAA5	PPB	60	N/A	(6 - 19)	12*	NO	Byproduct of drinking water disinfection	
Chlorine	PPM	4	N/A	(0.1 - 3.5)	0.9	NO	Drinking water disinfectant added for treatment	
LEAD AND COPPER	UNITS	AL	PHG	No. of Sites	No. of Sites over AL	90th Percentile	MAJOR SOURCES OF CONTAMINANT	
Copper (8-10-17)	PPM	1.3	0.17	31	0	0.37	Internal corrosion of household water plumbing systems	
Lead (8-10-17)	PPB	15	N/A	31	1	ND	Internal corrosion of household water plumbing systems	
SOURCE WATER								
PRIMARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	PHG (MCLG)	MAJOR SOURCES OF CONTAMINANT
RADIOACTIVE CONTAMINANTS								
Gross Alpha	ND	0.504 (ND - 0.89) 10/11/11	3.78 (NA) 1/18/17	N/A	pCi/L	15	0	Erosion of natural deposits
Radium 228	0.028 (ND - 0.173) 12/5/07	ND	1.23 (.23 - 1.82) 10/10/17	N/A	pCi/L	5	0.019	Erosion of natural deposits
Uranium	3.55 (1.33 - 9) 12/5/07	N/A	2.9 (2.7 - 3.1) 10/7/14	N/A	pCi/L	20	0.43	Erosion of natural deposits
Strontium-90	660 (120 - 1000) 8/15/13	N/A	0.09 (ND - 0.75) 4/6/11	N/A	pCi/L	8	0.35	Decay of natural and man-made deposits
INORGANIC CONTAMINANTS								
Aluminum	15668 Offline (ND - 130000) 9/7/17	ND	ND	N/A	PPM	1	0.6	Erosion of natural deposits; residue from some surface water treatment processes.
Arsenic	0.44 (ND - 2.2) 6/8/17	ND	ND	N/A	PPB	10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Copper	14.5 (ND - 87) 9/16/15	N/A	N/A	N/A	PPB	1.3	0.3	Leaching from natural deposits
Chromium, Hexavalent	10.66 (ND - 16) 12/7/17	ND	8.7 (2.3 - 14) 11/13/17	N/A	PPB	10	0.02	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Chromium, Total	5 (ND - 13) 6/8/17	ND	7.2 (ND - 13) 4/6/17	N/A	PPB	50	100	Discharge from steel and pulp mills and chrome plating;erosion of natural deposits
Nitrate as N	4.21 (1.5 - 8.4) 12/7/17	0.46 (0.4 - 0.54) 9/7/17	2.5 (1.4 - 4.9) 10/6/17	N/A	PPM	10	10	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Selenium	1.06 (ND - 5.3) 6/8/17	ND	ND	N/A	PPB	50	30	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
Fluoride	0.32 (0.28 - 0.38) 6/8/17	ND	0.25 (0.2 - 0.33) 4/6/17	N/A	PPM	2	1	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
PRIMARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	MAJOR SOURCES OF CONTAMINANT	
INORGANIC CHEMICALS								
Iron	36.67 (ND - 190) 10/5/17	ND	ND	N/A	PPB	300	Leaching from natural deposits; industrial wastes	
Manganese	78.33 (ND - 350) 9/16/15	ND	ND	N/A	PPB	50	Leaching from natural deposits	

SOURCE WATER (CONT.)							
SECONDARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	MAJOR SOURCES OF CONTAMINANT
GENERAL MINERAL AND PHYSICAL							
Chloride	130.07 (17 - 340) 10/5/17	86 (74 - 100) 9/7/17	125 (100 - 170) 1/18/17	N/A	PPM	N/A	Runoff/leaching from natural deposits
Color	15 (5 - 52) 6/8/17	15 (NA) 3/1/17	ND	N/A	UNITS	15	Naturally-occurring organic materials
Hydroxide	136.67 (ND - 420) 9/16/15	N/A	N/A	N/A	PPM	N/A	Due to chemicals naturally occurring in the soil below the earth's surface
Specific Conductance (EC)	988.75 (230 - 1500) 10/5/17	590 (550 - 630) 9/7/17	1320 (1300 - 1400) 1/18/17	N/A	um-hos/cm	1600	Substances that form ions when in water;
Sulfate as SO4	134.13 (17 - 300) 10/5/17	29 (26 - 32) 7/9/17	205 (140 - 230) 1/18/17	N/A	PPM	500	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	611.33 (150 - 960) 10/5/17	257 (230 - 300) 9/7/17	796 (770 - 850) 1/18/17	N/A	PPM	1000	Runoff/leaching from natural deposits
Turbidity	1.6 (ND - 9.3) 10/14/14	0.03 (0.03 - 0.04) 12/26/17	0.18 (ND -0.32) 1/18/17	N/A	NTU	5	Soil runoff
UNREGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	MAJOR SOURCES OF CONTAMINANT
Vanadium	2.4 (0.44 - 7.4) 8/15/13	3.4 (NA) 2/4/14	5.72 (4.8-6.4) 2/4/14	N/A	PPB	N/A	
Strontium	660 (120-1000) 8/15/13	270 (NA) 2/4/14	1200 (1000-1400) 2/4/14	N/A	PPB	N/A	
Chlorate	157 (ND-550) 8/15/13	290 (NA) 2/4/14	N/A	N/A	PPB	800	
Molybdenum	2.8 (1.3 - 4.5) 8/15/13	1.5 (NA) 2/4/14	2.48 (1.7-3.8) 2/4/14	N/A	PPB	N/A	
ADDITIONAL WATER QUALITY INFORMATION							
DETECTED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	TABLE KEY	
Bicarbonate	143.87 (ND - 430) 10/5/17	272 (230 - 290) 4/6/11	82 (59 - 120) 12/26/17	76 (61 - 91) 12/26/17	PPM	AL - Action Limit LRAA - Locational Running Annual Average N/A - Not Applicable in this situation ND - Not Detected pCi/L - Picocuries per liter (a measure of radioactivity) PPM - Parts Per Million PPB - Parts Per Billion MAX - Maximum NTU - Nephelometric Turbidity Unit COH - City of Hollister SSCWD - Sunnyslope County Water District	
Calcium	50.67 (24 - 74) 10/5/17	21 (7 - 33) 12/26/17	68.4 (54 - 92) 1/18/17	20 (16 - 25) 12/26/17	PPM		
Carbonate	132 (ND - 420) 10/5/17	N/A	N/A	N/A	PPM		
Hardness, Total	342.93 (79 - 563) 10/5/17	111 (83 - 160) 12/27/17	395 (370 - 420) 1/18/17	105 (85-130) 12/26/17	PPM		
Magnesium	52.55 (4.8 - 92) 10/5/17	14 (10 - 20) 12/26/17	63.6 (56 - 72) 1/18/17	13 (11 - 17) 12/26/17	PPM		
pH	7.55 (6.95 - 8.07) 10/5/17	8 (7.5 - 8.4) 12/26/17	7.86 (7.7 - 8) 1/18/17	8.1 (7.9 - 8.3) 12/26/17	pH Units		
Sodium	84.6 (17 - 140) 10/5/17	56 (49 - 66) 9/7/17	132 (110 - 140) 9/7/17	N/A	PPM		
Total Alkalinity as CaCO3	225.67 (66 - 350) 10/5/17	82 (59 - 120) 12/26/17	308 (280 - 340) 1/18/17	76 (61 - 91) 12/26/17	PPM		