

Water Supply & Quality FAQs

June 19, 2023

Recent media coverage of Pleasanton's drinking water supply has caused significant community confusion. Simply stated, the City would **never** allow drinking water that doesn't meet state and federal regulations to be provided to our residents. Again – and this is a very important point – even as we prepare to meet increased water demands in the warm months ahead, we will only provide safe drinking water. We've **always** met or exceeded state and federal drinking water regulations and we will continue to do so in the future.

1. Is the City using contaminated ground water wells instead of continuing drought conservation?

No, the City's top priority has been and always will be to ensure drinking water public health and safety standards are met for all Pleasanton residents and businesses. The City is prepared to meet all water demands, drought or no drought. Wise use of water by the City and our consumers is an important part of our water supply plan, and conservation is a key part of being good water stewards.

2. When would we need groundwater from Wells 5 and 6 to meet water demands this summer?

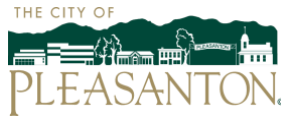
Use of Wells 5 and 6 is a last resort and would only occur when, and if, the City and State regulators are convinced the supply is safe for use, through continual monitoring of water quality. Groundwater from Wells 5 and 6 is saved to ensure we have adequate supplies no matter what our demands are in the months ahead and will only be used if the water meets or exceeds safe drinking water standards.

3. How do we know that water coming out of the tap is safe to drink?

The City continuously monitors the safety of its drinking water and shares that information in its annual water quality report. This report summarizes the data collected from hundreds of laboratory samples taken every year. The report can be found [here](#).

4. Is our water demand expected to bounce back immediately to pre-drought levels?

Historically, demands immediately following a drought have never gone back to pre-drought levels, so chances of this are close to zero. Instead, users gradually fall back into old habits and water use grows over several years – not months – even during the hotter weeks of the summer following a drought. More recently, acceptance of climate change has resulted in reduced water demand. We know that conservation is now a way of life in Pleasanton and throughout California, and we'll



all do our part to responsibly use our water. Our new water reality is one of the primary drivers behind our decision to use wells only as a last resort.

5. What are the City's next steps for addressing its water supply needs?

We're already taking several actions to bolster our water supply. We're making system enhancements to improve delivery of water for next summer's peak demands. We're also looking at options to improve the reliability of supplies while we address current and future regulations such as PFAS and other emerging contaminants. Once we finish that process in September, the City will adopt an improvement program and determine the best way to fund the design, construction, and operation of the new facilities.

We appreciate your interest in this important topic and encourage you to visit our [Water Supply & Quality](#) webpage for more information. If you'd like to talk to a City staff member, just call the City's Operations Services Customer Service Center at 925-931-5500.