

**\*\* THIS NOTICE AFFECTS MUNI WATER CUSTOMERS IN  
THE NORTH SAN JOSE AND ALVISO SERVICE AREAS \*\***

**TEMPORARY CLOUDY APPEARANCE FOR DRINKING WATER FOR  
SOME SFPUC PENINSULA, EAST BAY CUSTOMERS**

*Air Bubbles from Treatment of Local Reservoir Water May Cause Temporary Cloudiness, Water Continues to Meet or Exceed All Water Quality Standards*

**San Francisco** – Starting December 5, 2011, drinking water for some San Francisco Public Utilities Commission (SFPUC) customers in portions of the Peninsula, South and East Bay may temporarily appear cloudy or milky-white in color when drawn from the tap. This temporary cloudy water is caused by changes in the water system distribution resulting in additional air bubbles in the water. The water change will only be aesthetic, with water continuing to meet all state and federal regulatory requirements.

The operational changes in the water system are due to routine maintenance of the system's Foothill Tunnel and seismic upgrades to the San Joaquin Pipeline System in the Central Valley. Instead of receiving water from Hetch Hetchy Reservoir, SFPUC customers will be receiving water exclusively from local reservoirs. The increased rate of treatment of the local reservoir water at the SFPUC's Sunol Valley Water Treatment Plant in the East Bay causes air to be mixed into the water, which in turn makes the water appear cloudy or milky. If the water is allowed to stand for a few minutes, the cloudiness will dissipate as the air bubbles rise to the surface and break apart.

The cloudy appearance will dissipate as water from Hetch Hetchy Reservoir reaches the Bay Area after the completion of work at the end of the month. It is expected that any cloudy water will dissipate by the week of January 7, 2012.

The Hetch Hetchy Regional Water System provides high-quality drinking water to 2.5 million customers in San Francisco, San Mateo, Santa Clara and Alameda Counties. For additional information about the Hetch Hetchy Regional Water System or the Water System Improvement Program go to <http://www.sfwater.org/>.