



# WATER AGENCY

Delivering Quality, Reliability and Safety

## ZONE 7 Answers Your Questions About COVID-19

We understand there are many questions about the Coronavirus (COVID-19) crisis. This situation is developing rapidly, and information is constantly changing. As a resource to our customers, we have developed information that may answer some of your questions. First and foremost, we want our customers to know that the safety and reliability of your water is Zone 7's highest priority. **Your water is safe to drink and use every day.**

Q.

**What does Alameda County's Shelter in Place Order mean for our water supply and flood protection?**

A.

**Zone 7 Water Agency will continue all operations and your water supply and flood protection services will not be interrupted. We are considered exempt from the order, as our agency provides "essential services" as defined by the order.**

### Details:

Alameda County, along with five other Bay Area Counties, announced a legal order directing residents to shelter in place, with the exception of those seeking or providing essential services in order to help stop the spread of COVID-19, "flatten the curve," and protect those most vulnerable to the virus. The press release can be found at the Alameda County Health Department website. The order will remain in place through April 7.

As stated above, Zone 7 Water Agency is exempt from this order, as we provide "essential services" as defined by the order. Zone 7 staff continue our vital role in ensuring the safety and supply of your water through frequent and rigorous testing measures and maintenance of flood protection infrastructure.

For our employees, we are observing all CDC recommendations. Where possible, we have made work-from-home opportunities available to those whose job functions allow it. For those who must be physically present, we have put additional safety measures in place, including requirements for handwashing and practicing "social distancing" in the performance of those duties. As an agency, we have also taken measures to ensure Zone 7 has the necessary backup equipment, supplies and treatment chemicals in the event there are disruptions to our supply chain.

Q.

**Is my water safe to drink?**

A.

**YES. Your tap water is safe. COVID-19 does not present a threat to our water system..**

### Details:

Your water is safe and reliable. Our highly trained staff at Zone 7 work around the clock to ensure this. COVID-19 (coronavirus) has no impact on the safety or supply of your drinking water.

EPA has established regulations with treatment requirements for public water systems like ours, that prevent waterborne pathogens (viruses like COVID-19) from contaminating drinking

water and wastewater. Coronavirus, which causes COVID-19, is a virus that is particularly susceptible to disinfection, meaning our standard treatment and disinfectant processes are expected to be effective in keeping it out of our water. COVID-19 is transmitted person-to-person, not through water, according to the Centers for Disease Control and Prevention.



## How do you keep my drinking water safe?

**All water is disinfected before delivery to Zone 7 customers.**

### Details:

Most of the water supplied by Zone 7 to the Tri-Valley is surface water, which originates as Sierra snowmelt and is captured in Lake Oroville as part of the State Water Project; transported through the Delta and then imported into the Tri-Valley via the South Bay Aqueduct. For the treatment of surface water, we use Multi-Barrier Approach approved by the California State Water Resources Control Board. This integrated system of procedures, processes and tools collectively prevent or reduce the contamination of drinking water from source to tap in order to reduce risks to public health.

Groundwater is pumped from the groundwater basin managed by Zone 7 and disinfected with chloramine (chlorine and ammonia).



## What does the Multi-Barrier Approach entail?

**This a four-part approach that includes 1) Source water protection, 2) Conventional filtration, 3) Disinfection, and 4) Safe storage and distribution.**

### Details:

The Multi-Barrier Approach to safe drinking water contains several elements:

1. Source water protection, which includes best management practices to protect untreated water sources;
2. Conventional filtration treatment processes, which removes particles and at least >99% of waterborne pathogens;
3. Disinfection, which includes the careful administration of chemicals in order to inactivate or kill remaining pathogens, including viruses;
4. Safe storage and distribution. As the Tri-Valley's wholesaler, we supply that treated drinking water to your local water retailers, which include California Water Service, Dublin San Ramon Services District, the City of Livermore and the City of Pleasanton. Your retail providers have safeguards in place to maintain a consistent residual level of disinfectant in their distribution systems and flush pipelines to prevent bacterial growth. These measures prevent the regrowth of pathogens ensuring it remains safe to drink as it travels to your tap.

Our highly trained water operators and water quality lab staff work 24/7 to ensure all processes in the Multi-Barrier Approach and the treatment of groundwater are carefully monitored and adjusted as indicated.



## Why is everyone buying bottled water?

**There is no need to stockpile bottled water. Your water is safe and will continue flowing.**

### Details:

We realize that information is coming from many sources and is changing rapidly. However, there is no need to stockpile bottled water. Zone 7's water system is overseen by many regulatory agencies, including the Environmental Protection Agency, and we adhere to strict state and federal standards. Zone 7 potable (drinking) water meets, and in most cases exceeds, all stringent state and federal drinking water requirements.

Bottled water is regulated differently, through the Food and Drug Administration and with less stringent regulations. Zone 7's most recent Annual Water Quality Report is available on our website.

While your water remains safe to drink and is unaffected by COVID-19, it is always good to be prepared for other emergencies like earthquakes. FEMA recommends having at least one gallon, per-person, per-day for at least a three-day supply. And don't forget to include water for your pets, too!

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## Trusted Resources

Our staff is monitoring the situation with COVID-19 around the clock. We will provide updates or information, if new developments arise. In the meantime, we've included links and resources from agencies whose guidance we trust.

### Alameda County Public Health Department

- [General Information and Updates](#)

### California Department of Public Health

- [General Information and Updates](#)

### World Health Organization (WHO)

- [General Information and Updates](#)
- [Technical Brief - Water, sanitation, hygiene and waste management for COVID-19](#)

### Centers for Disease Control and Prevention

- [General Information and Updates](#)
- [Water Transmission and COVID-19](#)

### Water Environment Federation (WEF)

- [General Information and Updates](#)
- [Water Professional's Guide to COVID-19](#)

### Still have questions?

We're here to answer any additional questions you may have. Please contact our water quality staff at 925-447-0533 or via email at [waterquality@zone7water.com](mailto:waterquality@zone7water.com).