

ANNUAL REPORT

2024+



**WATER
AGENCY**

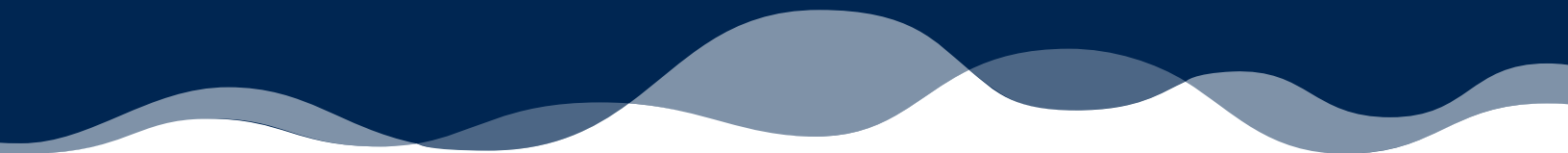
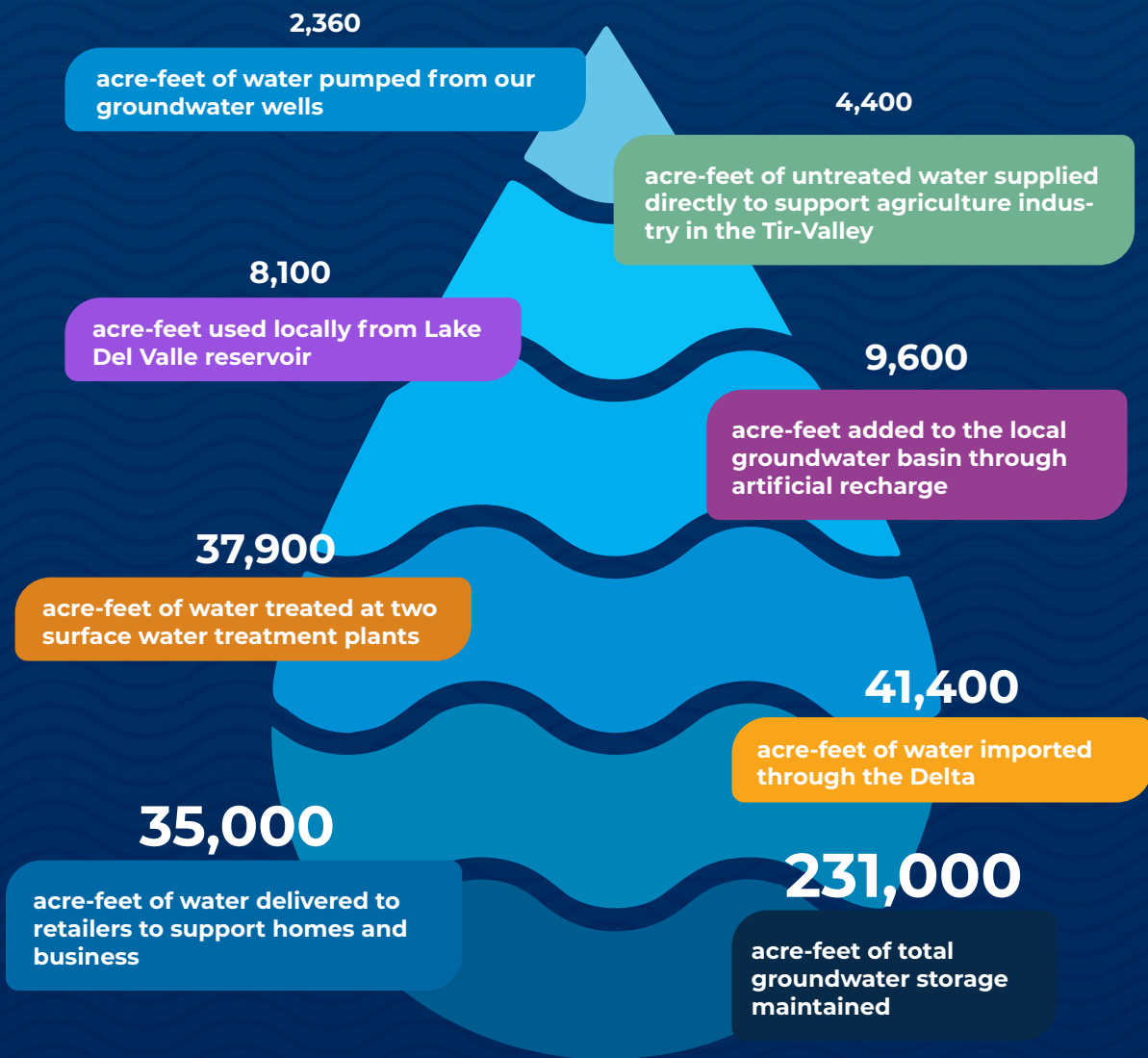


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2024 ZONE 7 AT-A-GLANCE





Sandy Figuers

President

2023-2024

Zone 7 Water Agency Board
of Directors

MESSAGE FROM THE PRESIDENT

Dear residents of Tri-Valley community,

On behalf of the Zone 7 Water Agency Board of Directors, I'm excited to share our 2024 Annual Report. **This report highlights the achievements of the 2023-2024 fiscal year**, focusing on water quality, reliability, flood protection, and community engagement. I invite you to explore our interactive, accessible Annual Report, featuring videos, infographics and insights into solutions for the Tri-Valley community's most pressing water-related challenges.

Water Quality: Innovation for Safety

This year, we launched the **Stoneridge Well PFAS Treatment Facility**, which treats 6.6 million gallons daily with support from a \$16 million grant. Construction is underway at the **Chain-of-Lakes Wellfield**, which is set to treat 10 million gallons per day by 2025 and is backed by nearly \$1 million in federal funding. Over 33,000 quality tests this year ensure your water exceeds state and federal standards. Explore the **Water Quality** section to learn more, which includes an animated video on PFAS treatment.

Water Reliability: Securing Our Future

Abundant rainfall this year allowed us to store surplus surface water, raising groundwater levels by up to 100 feet—creating reserves for future droughts. **Major infrastructure projects**, like the **Sites Reservoir**, scheduled for construction in 2026, and the **Delta Conveyance Project**, enhance our region's resilience to climate and seismic risks. Visit the **Water Reliability** section and take a virtual tour of the Sites Reservoir.

Flood Protection: Keeping You Safe

This year's **storm alert system** provided real-time updates to help residents prepare for severe weather. Our capacity-driven maintenance program utilizes advanced modeling and regular inspections to optimize channel maintenance, ensuring the safety and effectiveness of our flood protection system. Learn more in the **Flood Protection** section to see how we're reducing flood risks.

Community Engagement: Inspiring Action

The reimagined **Water Academy** reached over 12,000 students this year with hands-on lessons. Campaigns like **Flood Preparedness Week** generated over 244,710 impressions, delivering vital education and resources to prepare the community, while our **Wonderous World of Water** educational videos helped our community better understand what we're doing to address PFAS. The Stoneridge Well PFAS Treatment Facility grand opening video is now our most viewed video on YouTube with over 36,000 views! Additionally, we maintained financial stability, earning top honors for budget excellence and reaffirming our **AA+ bond rating**, which supports ongoing investments in critical projects.

Thank you for trusting us to ensure a safe, reliable and sustainable water future. Dive into our **interactive report** today to explore these accomplishments and learn more!

Sincerely,

Sandy Figuers





Protecting

WATER QUALITY



Zone 7 is committed to ensuring safe, clean water for our communities. Through advanced testing, innovative treatment methods and sustainable watershed protection, we ensure the highest standards of water quality.

2,592

water samples

were tested for a total of 33,063 substances during the 2023-2024 fiscal year

4

lab staff

conducted testing aligned with our own more stringent internal water quality targets

171

different contaminants

tested in order to provide high quality treated drinking water

29

different analytical methods used



LEADING THE WAY IN PFAS TREATMENT AND WATER QUALITY INNOVATION

In alignment with Zone 7 Water Agency's commitment to providing safe, clean drinking water, significant progress is underway to address PFAS in the local groundwater proactively.

PFAS are a group of synthetic chemicals widely used since the 1940s in manufacturing a variety of industrial and consumer products including packaging, non-stick surfaces, fire-fighting foams and more. Over the past several years, PFAS contamination has been found in water supplies across the nation, prompting state and federal regulatory attention. While water agencies like Zone 7 didn't create the problem, they are tasked with finding solutions to keeping drinking water safe for consumers and we are proud to have been at the forefront of both monitoring for PFAS and implementing treatment solutions to keep our drinking water safe.



The safety of our community's water supply is our number one priority. Our community can rest assured that all water supplied to our customers meets the regulatory standards set by the state and federal governments and, in almost all cases, the quality was significantly better than required.

SIGNIFICANT MILESTONES IN WATER QUALITY INFRASTRUCTURE IMPROVEMENTS

1st IX treatment facility in Northern CA

The capacity to treat 6.6 million gallons of water for PFAS per day

\$16 million in grant funding secured



THE FIRST ION EXCHANGE (IX) PFAS TREATMENT FACILITY IN NORTHERN CALIFORNIA BEGINS OPERATING

Zone 7 Water Agency proudly celebrated the grand opening of its Ion Exchange (IX) PFAS Treatment Facility at Stoneridge Well in September 2023. As the first facility of its kind in Northern California, the Stoneridge PFAS Treatment facility sets a new standard in addressing PFAS, ensuring a safe and reliable water supply for the Tri-Valley community.

Using advanced IX technology, the facility treats up to 6.6 million gallons of water per day by removing PFAS through specialized resins that attract and capture these synthetic contaminants. This milestone project highlights Zone 7's leadership in leveraging cutting-edge solutions to meet emerging regulatory challenges and protect public health.



Approved by the Board in October 2022 and constructed in record time starting in February 2023, the facility represents a \$16.3 million investment in water quality, supported by a \$16 million grant from the Department of Water Resources' Sustainable Groundwater Management Grant Program.

The Stoneridge facility exemplifies Zone 7's commitment to innovation, resilience, and fiscal ingenuity in providing clean, high-quality water to the region.



SECOND PFAS TREATMENT FACILITY TO BEGIN OPERATING IN 2025

At the neighboring **Chain-of-Lakes (COL)** Wellfield, Zone 7 is constructing an identical, but larger in scale, treatment facility to remove PFAS from water pumped from that wellfield. The project was initiated in December 2022, then competitively bid with construction completion planned for Feb 2025. The new treatment system marks a critical investment in safeguarding water quality for the Tri-Valley community and demonstrates Zone 7's proactive approach to managing emerging contaminants.

2nd Zone 7 PFAS treatment facility opening in 2025

The capacity to treat 10 million gallons of water for PFAS per day

Nearly \$1 million in grant funding secured



On March 8, the U.S. House of Representatives passed the Consolidated Appropriations Act 2024 (H.R. 4366), a portion of which secured funding for several environmental projects in the Bay Area, including partial funding for the COL PFAS Treatment Facility. Zone 7 was awarded a \$957,752 federal grant to help fund the Chain of Lakes (COL) PFAS Treatment Facility. This support underscores the importance of collaborative efforts in addressing environmental challenges and highlights Zone 7's dedication to proactive water resource management that ensures clean and reliable water for generations to come.



MOCHO WELLFIELD PFAS TREATMENT FACILITY IN DESIGN PHASE

In 2025, Zone 7 will begin designing its third treatment facility at the Mocho Wellfield in Pleasanton. This planned facility will further expand Zone 7's ability to address PFAS contamination, enhance water quality, and restore the groundwater pumping capacity Zone 7 relies upon for water supply reliability when imported water is scarce in times of drought.



3rd Zone 7 PFAS treatment facility currently in design phase

With each new project, Zone 7 continues to lead the way in providing innovative and effective solutions to safeguard the region's water supply. To ease the burden on ratepayers, Zone 7 actively seeks grant opportunities to help fund these initiatives. This proactive approach has already resulted in nearly \$17 million in successful grant assistance, reflecting the agency's dedication to prudent financial stewardship of public funds.

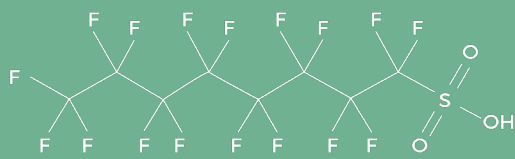
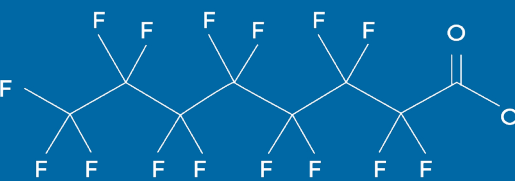
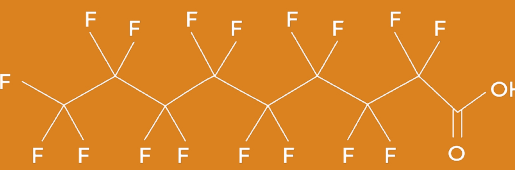


UNDERSTANDING THE REGULATORY PROGRESS

In April 2024, the US Environmental Protection Agency (EPA) adopted new Per- and Polyfluoroalkyl Substances (PFAS) regulations for six different PFAS. Public water systems must complete initial monitoring by 2027 and address any level above the Maximum Contaminant Levels (MCLs) by April 2029.

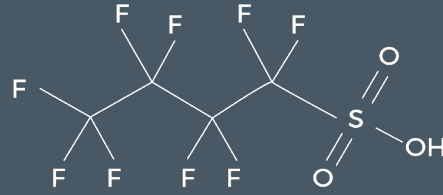


COMMON NAMES FOR TYPES OF PFAS

<p>PFOS</p>	<p>perfluorooctane sulfonic acid</p>	
<p>PFOA</p>	<p>Perfluorooctanoic acid</p>	
<p>PFNA</p>	<p>perfluorononanoic acid</p>	

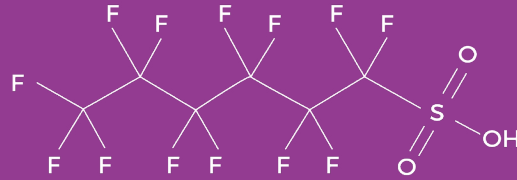
PFBS

perfluorobutanesul-
fonic acid



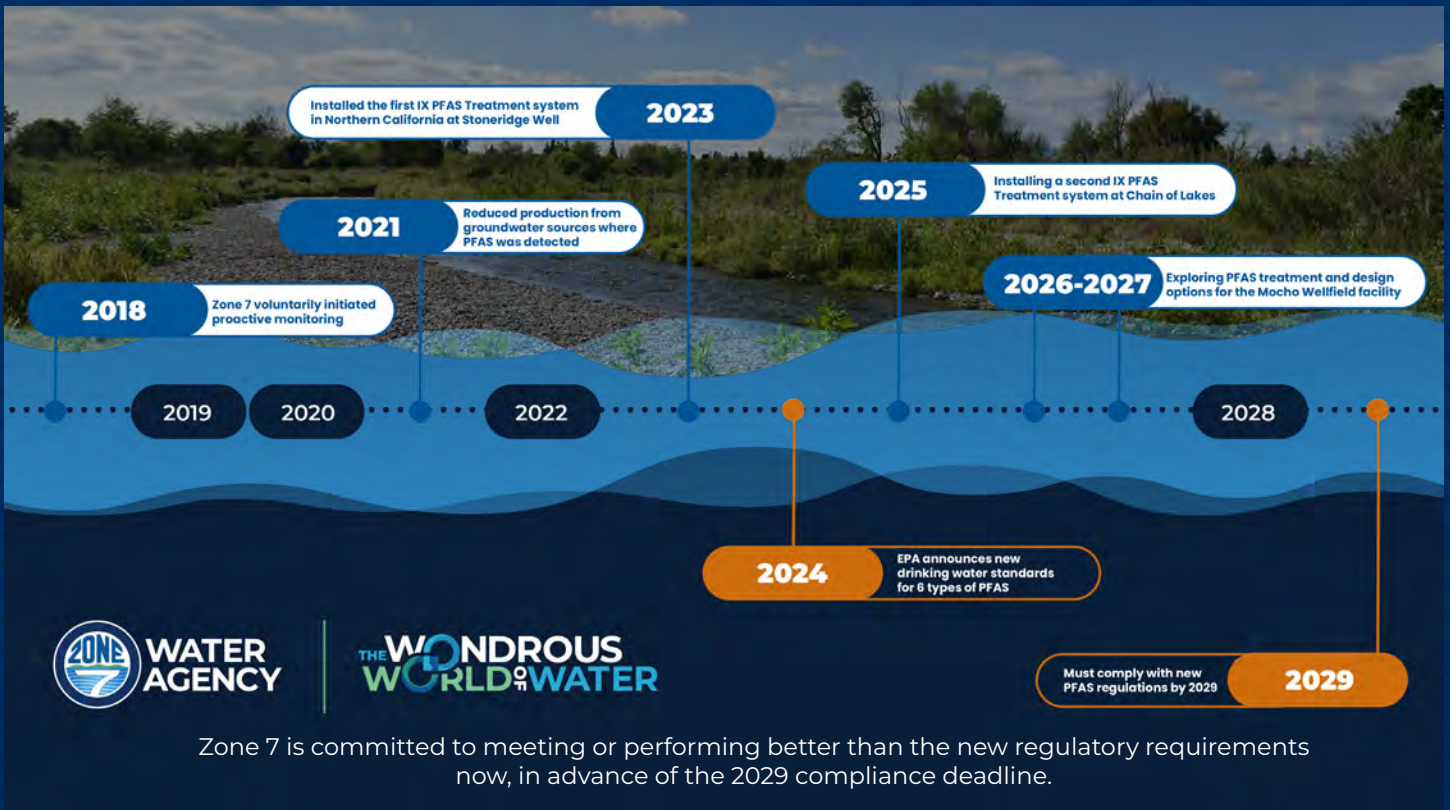
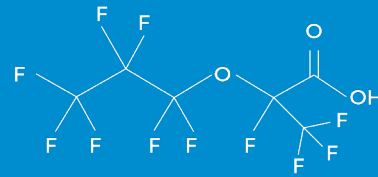
PFHXS

perfluorohexane
sulfonic acid



GENX

hexafluoropropyl-
ene oxide dimer
acid & its
ammonium salt



www.zone7water.com/pfas



PROTECTING OUR WATERSHED, SAFEGUARDING OUR WATER



Watershed protection is essential for maintaining the quality of groundwater, a key source of drinking water for the Tri-Valley. Protecting lands and waterways reduces pollutants and enhances natural filtration, ensuring clean groundwater. These efforts show our commitment to environmental responsibility by prioritizing energy efficiency, addressing climate challenges, meeting community needs, and carefully managing natural resources. Together, these collective actions demonstrate the vital connection between watershed health and restore the operational capacity Zone 7 relies upon for water supply reliability.



LIVING ARROYOS
Living Arroyos, the Tri-Valley's collaborative partnership working to realize a community vision on a healthy watershed worked with partners and community volunteers to accomplish:

2,300
gallons of trash removed to keep our watershed clean

120
trees planted to provide shade, oxygen, soil stability and other benefits

1,000
gallons of invasive weeds removed to keep local habitat thriving

8
volunteer days hosted



WESTERN POND TURTLES AND THE HEALTH OF THE DEL VALLE WATERSHED



The Alameda County Resource Conservation District, in partnership with the East Bay Regional Park District, is studying the western pond turtle’s habitat, focusing on its movements outside of ponds. Understanding these movements is vital for protecting the species and maintaining the ecological health of the watershed, which plays a critical role in water quality.

In the 2023-2024 fiscal year, researchers at Zone 7’s Patterson Ranch property marked over 50 turtles, added a sixth GPS unit to track their movements, and discovered 20 turtle nests—the first ever documented in Alameda County. These findings provide valuable insights for habitat preservation and directly support watershed health.

Zone 7 owns 5,000 acres of rangeland, historically known as Patterson Ranch. Much of this land lies within the Del Valle Reservoir watershed, a vital source of drinking water for the region. This Lake Del Valle Property was acquired to protect the watershed through integrated management practices that safeguard water quality and support flood control.

The property is also leased for grazing, a proven tool for sustainable land management. Well-managed grazing reduces wildfire risks, controls invasive weeds, and prevents erosion, helping to keep sediment and pollutants out of the

water. Together, these efforts highlight the interconnected approach to protecting the watershed, ensuring clean water for the community and supporting local wildlife.



*These trackers pose no harm to turtles.

20
turtle nests

50+
turtles

5,000
acres of rangeland





Achievements in

WATER RELIABILITY



35,000

acre feet of potable water delivered to direct users and the four retailers for delivery to the homes and businesses of the Tri-Valley



4,400

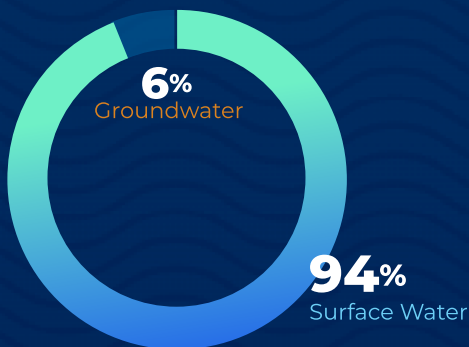
acre feet of untreated water supplied to customers in the Tri-Valley



9,600

acre feet added to the local groundwater basin through artificial recharge

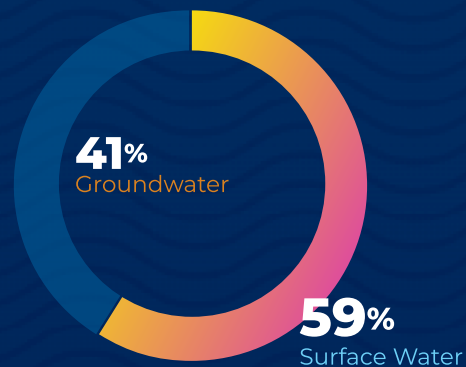
TREATED WATER PRODUCTION FOR FY24



TREATED WATER PRODUCTION FOR FY22

(during the peak of the drought)

Non-drought year compared to drought year



SUSTAINABLE GROUNDWATER MANAGEMENT

In 2014, the California State Legislature enacted the Sustainable Groundwater Management Act (SGMA) to address overuse and protect groundwater, which provides up to 60% of California’s water supply during droughts. Overdraft of groundwater has caused issues like land subsidence, dry wells, and reduced surface water in California. SGMA requires local agencies to develop plans to balance groundwater use within 20 years.

Zone 7 Water Agency has proactively managed the Tri-Valley’s groundwater basin since the 1960s, well before SGMA. As the designated Groundwater Sustainability Agency, Zone 7 submitted an Alternative Groundwater Sustainability Plan (AGSP), one of only nine accepted statewide in 2019, highlighting its commitment to sustainable water management for future generations.

In fiscal year 2023-2024, Zone 7 submitted the Sustainable Groundwater Management Annual Report for Water Year 2023 prior to the April 1, 2024 statutory deadline. On June 27, 2024, the Department of Water Resources (DWR) completed its periodic review and approved Zone 7’s Alternative Groundwater Sustainability Plan (AGSP) submitted in 2021.

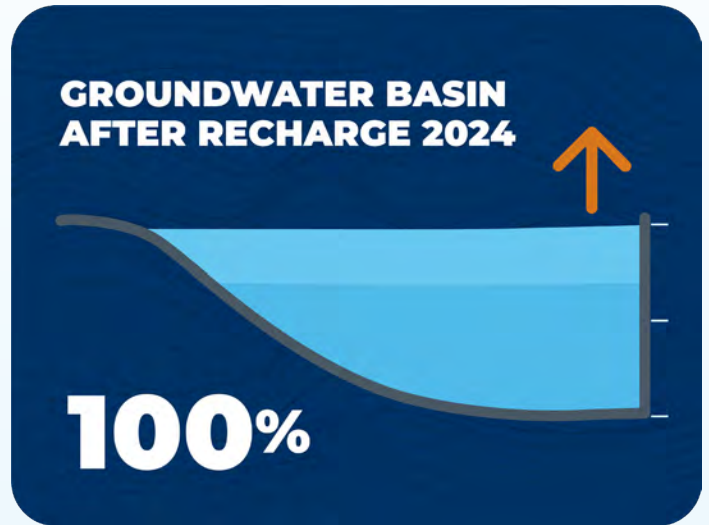
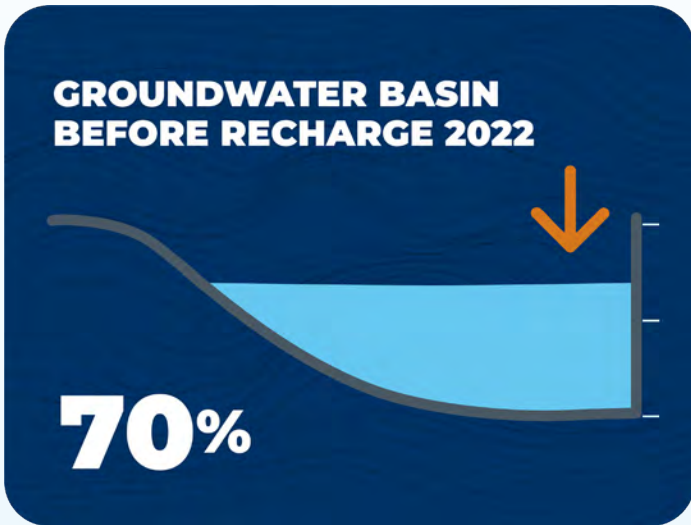
Zone 7 manages the groundwater basin sustainably by replenishing and storing water in the basin during wet years when more water is available. In periods of drought, the groundwater basin is used as a “bank” to supply water to the Tri-Valley. During the recent drought, we relied heavily on the water stored in the groundwater basin to get us through dry years when little to no surface water was available through the State Water Project where the majority of the Tri-Valley’s water typically comes from.



[Learn more about SGMA](#)



REFILLING OUR LOCAL WATER SAVINGS ACCOUNT



At the end of the drought, the basin was down to 70% operational capacity. Due to the high volumes of rain and water received through the South Bay Aqueduct, Zone 7 was able to recharge the basin to nearly 100% capacity. Water levels in key monitoring wells rose as much as 100 feet.

KEEPING OUR GROUNDWATER SAFE FROM PFAS

Per- and Polyfluoroalkyl substances (PFAS) are synthetic chemicals used in manufacturing a variety of consumer products such as packaging, non-stick surfaces, and fire-fighting foams. PFAS have been found in air, soil and water around the world, and have been found locally in our groundwater basin. In our ongoing effort to keep our water safe, Zone 7 has completed a variety of contamination management strategies.

- ✓ PFAS Potential Source Investigation (Jacobs Engineering, Inc. 2020)
- ✓ PFAS and Hexavalent Chromium Treatment Feasibility Study (Carollo, 2020)
- ✓ PFAS Mobilization Modeling Study (2022) to analyze movement of known PFAS plumes under various pumping scenarios
- ✓ Coordinated with the San Francisco Regional Water Quality Control Board to support their mission to identify sources and responsible parties for PFAS cleanup
- ✓ Expanded the PFAS groundwater monitoring program in 2024 to continue to track the extent of PFAS in the groundwater basin
- ✓ Continued to develop potential PFAS management strategies to manage plumes in upper and lower aquifers



REFILLING OUR LOCAL WATER SAVINGS ACCOUNT



SITES RESERVOIR PROJECT PROGRESS

Zone 7 continued to invest in the **Sites Reservoir Project**, a proposed 1.5 million acre-foot offstream reservoir that would supply both additional water supply and alternative storage for Zone 7



- Designed to adapt to California's changing climate
- Rain-fed storage solution would capture excess rainfall
- Provides a new off-stream reservoir to store water for use during dry periods
- Capitalizes on the increasing frequency of intense storms
- Helps solve the need for a more flexible water supply

2024

Sites Authority Board approved the project

2026

construction of Sites Reservoir is expected to begin

2032

full operations of Sites Reservoir is expected to begin

TAKE A VIRTUAL TOUR OF SITES RESERVOIR

PROJECT HIGHLIGHTS

- The State Water Board held a pre-hearing conference as part of the Sites water rights hearing process.
- The Sites Authority continued to engage with the US Environmental Protection Agency for long-term financing with a Water Infrastructure Finance and Innovation Act loan.
- The Sites Authority Board certified the Final Environmental Impact Report and approved the project.



DELTA CONVEYANCE PROJECT

Zone 7 continued to invest in the **Delta Conveyance Project**, a proposed connecting tunnel that would provide Zone 7 with dual conveyance across the Delta and help increase the reliability of State Water Project (SWP) supplies.



PROJECT HIGHLIGHTS

- ✓ Creates an underground tunnel connecting new facilities to the existing facilities in the South Delta
- ✓ Would include two new intake facilities in the North Delta, with state-of-the-art fish screens to protect fish populations while diverting water
- ✓ Protects SWP water supply reliability
- ✓ Addresses anticipated impacts of sea level rise and climate change on SWP water supplies
- ✓ Minimizes SWP water supply disruption due to seismic risk
- ✓ Provides operational flexibility to improve aquatic conditions in the Delta

KEY PLANNING EFFORT PROGRESS:

- ✓ The Department of Water Resources Certified the Final Environmental Impact Report for the project and selected the Bethany Reservoir Alignment.
- ✓ The Delta Conveyance Design and Construction Authority released an updated cost estimate for the Bethany Reservoir Alignment, estimating the total construction cost at \$20.1 Billion (in 2023 dollars). Zone 7 is one of 18 participants in the Delta Conveyance Project.
- ✓ The Department of Water Resources performed a Benefit Cost Analysis which estimated a Benefit to Cost ratio of 2.2 to 1, meaning that the benefits of the project significantly outweigh the costs.

MISSED OPPORTUNITY

If the Delta Conveyance Project was operational during the high rain events of winter 2021-2022, January 2023 and January 1 through June 13, 2024, a significant amount of water could have been captured and moved.

Winter 2021-2022	January 2023	Jan 1-June 13, 2024
Amount of water that could have been captured:		
236,000 acre-feet	228,000 acre-feet	941,000 acre-feet
That's enough water to supply:		
Over 2.5 million people for one year	Over 2.3 million people for one year	Over 9.8 million people for one year
or		
Nearly 850,000 households for one year	Nearly 800,000 households for one year	Nearly 3.3 million households for one year
Percent of the total volume of water exported by the SWP per year		
45% water year 2021	40% water year 2022	95% 2024 exports



WATER CONSERVATION AS A WAY OF LIFE

Zone 7 continued to promote water conservation as a permanent way of life for the Tri-Valley community. With the growing unpredictability of climate extremes, including intense storms and prolonged dry periods, maintaining a reliable water supply and robust reserves—such as our local groundwater basin—remains essential for the region’s long-term sustainability.

1.1 billion
gallons of potable water saved in FY24 relative to FY21

9% reduction
in potable water usage in during the same period

REBATES HELP REACH OUR CONSERVATION GOALS
Zone 7 continued to promote its HE Clothes Washer, Lawn Conversion, Pool Cover, and Smart Irrigation Controller rebates in partnership with our retailers:



Dublin San Ramon Services District
Water, wastewater, recycled water

223
high-efficiency clothes washer rebates

21
water-efficient lawn conversion rebates

130
smart irrigation controller rebates

45
pool cover rebates

www.zone7water.com/conservation



WATER CONSERVATION AS A WAY OF LIFE

In conjunction with the Retailers, Zone 7 hosted several Water Conservation Events for the community. Notable events included:

1. Lawn Conversion Parties, providing the public with the tools and knowledge to remove existing lawns and replace them with low-water and native plants better suited for our climate.
2. Hands-On Water Conservation Workshop

Get notified about our events, receive water saving tips and stay up to-date on rebate offering!

HISTORICAL FLOOD & DROUGHT CYCLE

Almost 25 years of rainfall history show us the alternating nature of drought and flood periods. This helps highlight the importance of long-term water storage planning.



FINANCIAL ACHIEVEMENTS

EXCELLENCE IN FINANCIAL REPORTING

The Agency earned the Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting for its FY 2022-23 Annual Comprehensive Financial Report. This award reflects Zone 7's commitment to responsible fiscal management, transparency, and public accountability.



EXCELLENCE IN BUDGETING



ADOPTED A TWO-YEAR BUDGET

On June 11, 2024, the Board of Directors approved a Two-Year Operating and Capital Budget for Fiscal Years 2024-25 and 2025-26. This Two-Year Budget reflects the Agency's commitment to prudent financial management and its dedication to addressing both current needs and future challenges. It provides funding for day-to-day operations, a highly- skilled workforce, the 2023 Storm Repairs Project, capital investments, and continued participation in various water supply reliability projects. As part of the Agency's responsible fiscal management strategy, this budget incorporates recently awarded federal and state grants for the Agency's Per- and Polyfluoroalkyl Substances (PFAS) treatment projects.



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The Government Finance Officers Association presented the Distinguished Budget Presentation Award to Zone 7 for its FY 2022-24 Two-Year Budget. This award is the seventh consecutive budget produced by the Agency that has earned the highest form of recognition in governmental budgeting.

The California Society of Municipal Finance Officers also presented an Operating Budgeting Excellence Award to Zone 7 for its FY 2022-24 Two-Year Budget.

DIGITAL BUDGET BOOK

Zone 7 transitioned to a web-based, interactive budget book powered by ClearGov. The annual budget is now presented online in an intuitive format with interactive graphs and tables designed to make complex financial data easy for everyone to understand.

Zone 7 Water Agency, CA Digital Budget Book

Fiscal responsibility is one of our core values. Click to see more.

[View Now](#)

Powered by ClearGov



WATER RATES

On November 16, 2022, the Board approved 5.5% annual rate revenue adjustments for wholesale water services for Calendar Years (CY) 2023, 2024, 2025 and 2026. The CY 2023 increase took effect on February 1, 2023, while the remaining increases are scheduled to take effect on January 1 of 2024, 2025 and 2026. The Board also committed to revisiting the rate schedule for CY 2025 and 2026, through a public process, with any changed rates adopted by November 2024.

5.5%

The approved rate increases are essential to construct, maintain, and repair the crucial infrastructure that keeps customers' water safe and consistently flowing to homes and businesses.

In October 2024, after completing the public review process, the Board determined the rates for CYs 2025 and 2026 were sufficient to meet the Agency's planned revenue requirements. As a result, no adjustments were made.

BOND RATINGS

Zone 7 operates in a productive, cost effective, and efficient manner as reflected in recent bond ratings from Standard & Poor's and Fitch Ratings.



S&P GLOBAL RATINGS



FITCH RATINGS

AA+ BOND RATING REAFFIRMED BY FITCH RATINGS

In October 2024, Fitch Ratings conducted its annual review of Zone 7's financial performance and reaffirmed its bond rating at **AA+ with a positive outlook**. The rating highlights the Agency's exceptionally low leverage, backed by solid revenue defensibility and strong operating risk profiles. The positive outlook reflects Fitch's expectation that while additional debt will be issued over the five-year period, leverage will remain exceptionally low.

WHAT IT MEANS FOR THE COMMUNITY



LOWER BORROWING COSTS

Affordable debt financing reduces costs for critical water projects.



FINANCIAL STABILITY

Strong management ensures fiscal responsibility and reliable services.



CONTINUED INVESTMENTS

Supports upgrades and infrastructure without financial strain.



AFFORDABLE WATER SERVICES

Financial health keeps services consistent and rates stable.



COMMUNITY CONFIDENCE

Demonstrates sound practices by building trust and reliability.

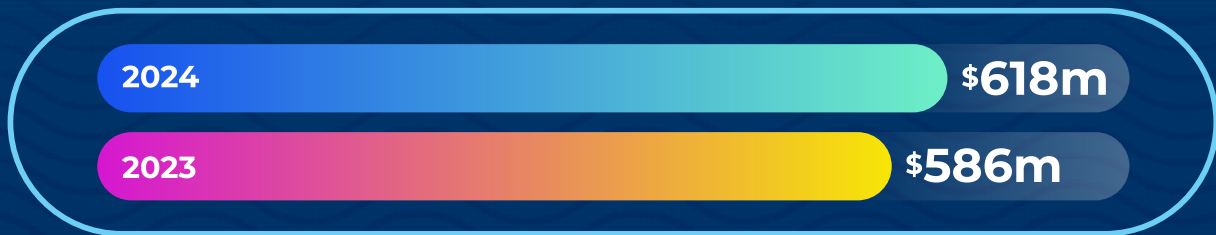


FISCAL YEAR 2024 HIGHLIGHTS



NET POSITION \$618.2M

+\$32.2 MILLION (+5.5%)



Net position increased by \$32.2 million or 5.5% from \$586 million to \$618.2 million

TOTAL REVENUE \$149.2M

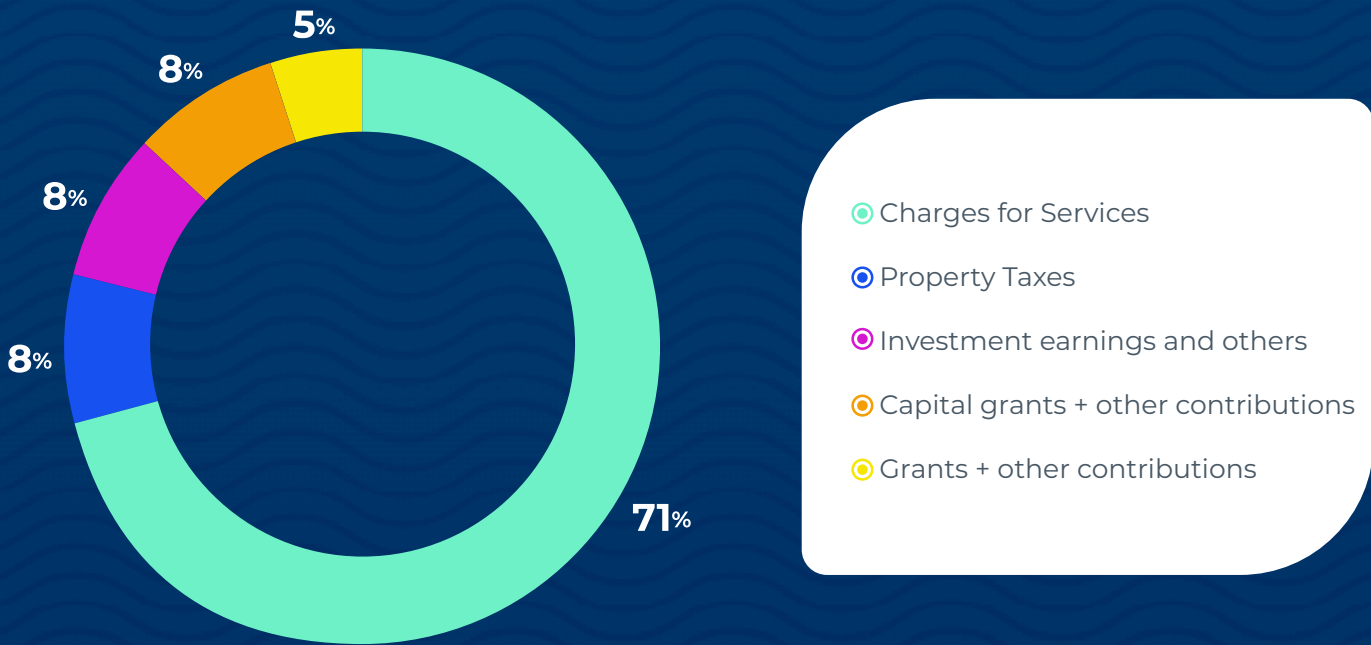
+\$23.3 MILLION (+18.6%)



\$149.2 million in agency-wide actual audited revenue during FY 2024



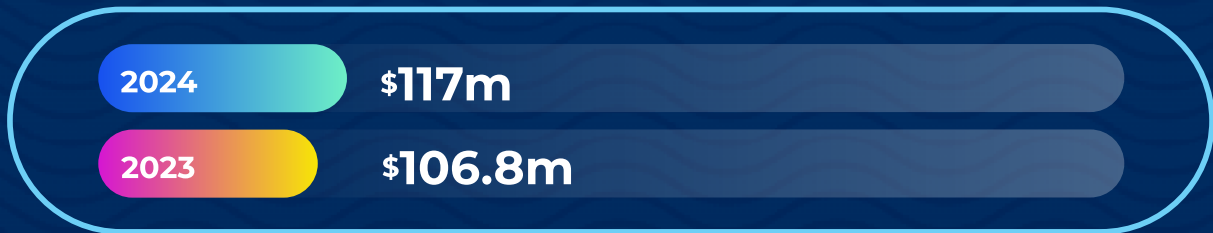
TOTAL REVENUES BY CATEGORY



Total revenues increased by \$23.4 million or 18.6 percent to \$149.2 million from \$125.8 million in the prior year. The increase is mainly due to an \$11.3 million increase in capital grants and contributions from the Department of Water Resources for the Sustainable Groundwater Management Act implementation grant for the Stoneridge Well and Chain of Lakes PFAS treatment facilities, \$5.5 million net increase for charges for services as a result of a \$9.0 million increase in water sales offset by a \$5.2 million decrease in connection fees, \$8.8 million increase in investment earnings from the previous year as a result of favorable market conditions and a \$0.5 million increase in property tax due to increased property assessed valuations. These increases were offset by a \$3.0 million decrease in operating grants and other contributions due to DWR refunds of State Water Project pass-through payments.

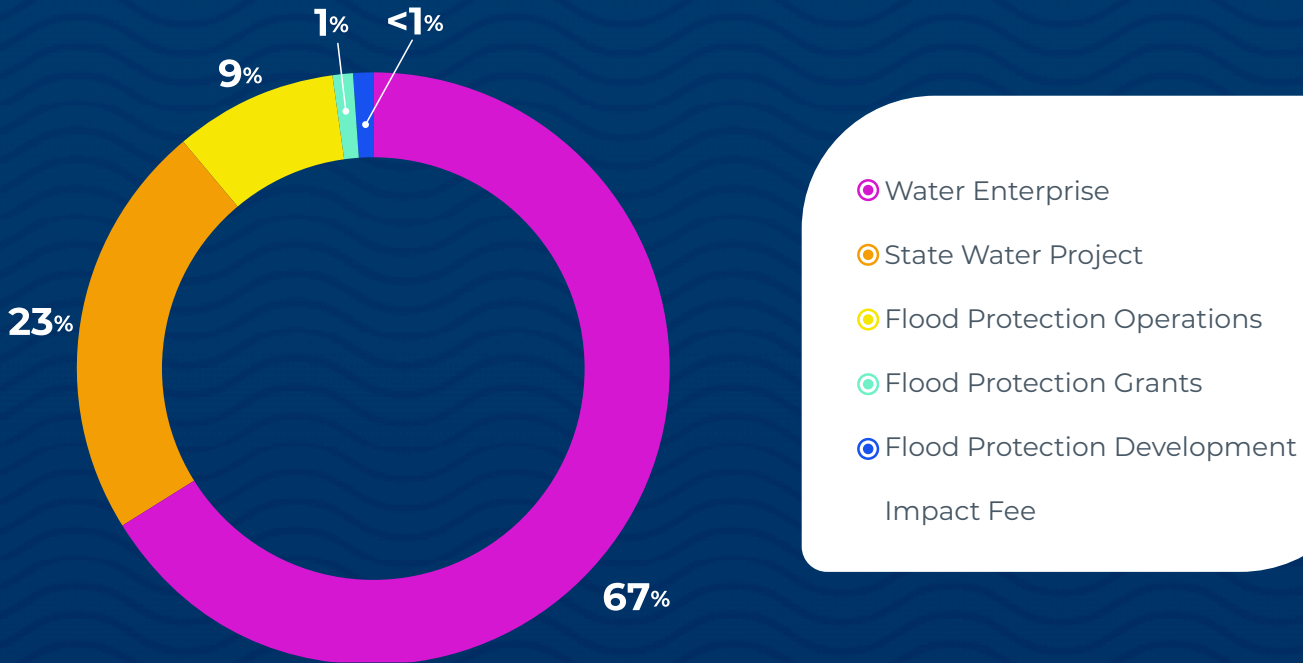
TOTAL EXPENSES \$117M

+10.2 MILLION (+9.5%)



\$117.0 million in agency-wide actual audited expenses during FY 2024

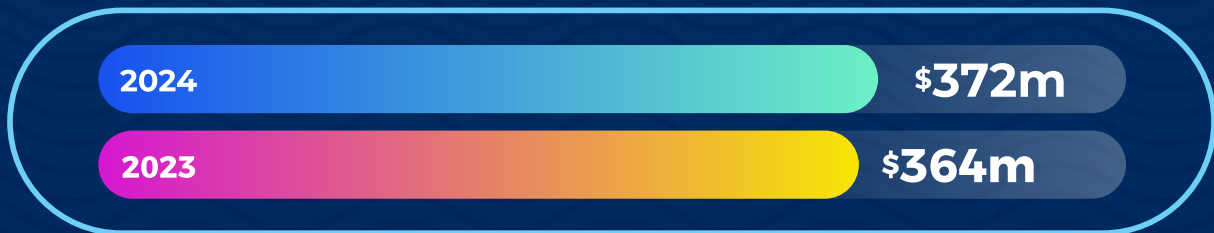
TOTAL EXPENSES BY CATEGORY



Total expenses increased by \$10.2 million or 9.5 percent from \$106.8 million to \$117.0 million mainly due to a \$6.5 million increase in Water Enterprise water contractual services, chemical purchases, interest expense, and fiscal charges on long-term debt, a \$1.6 million increase in the State Water Project pass-through payments to DWR and \$1.8 million increase in capital asset depreciation. Flood Protection Operations projects increased \$1.6 million mainly due to emergency flood projects, multi-year projects such as the Alamo Creek Project planning, design services to repair damages to flood protection facilities and other routine maintenance repair project activities. The increase was offset by a decrease in water purchases of \$0.4 million, water storage of \$1.1 million, and utilities of \$1.2 million.

CAPITAL ASSETS \$372.9M

+\$8.9 MILLION (+2.4%)



Capital assets increased by \$8.9 million, or 2.4 percent, from \$364.0 million to \$372.9 million. The increase in capital assets is primarily due to the capitalization of the large construction projects such as the Stoneridge Well PFAS Treatment Facility and the Del Valle Water Treatment Plant Post Ozone Modifications Project, Mocho Groundwater Demineralization Plant (MGDP) Concentrate Conditioning Facility Project, the Wells and MGDP Electrical Upgrades Project, and other miscellaneous projects.





A TEAM THAT CARES

Zone 7 Water Agency is made up of dedicated public servants with a wide variety of expertise, brought together by an unwavering commitment to delivering water quality, reliability and safety to the people they serve. Through droughts and floods, immediate emergency and long-term planning projects, our essential workers ensure our families are served the water they need today, and for generations to come.

7 BOARD MEMBERS

The Zone 7 Board of directors set policy and guide our long-term strategy.

7 MEMBERS OF THE OFFICE OF THE GENERAL MANAGER

The office of the General Manager helps lead our organization with the help of legal counsel, public outreach and administrative support.

54 WATER PRODUCTION TEAM MEMBERS

Water Operators work in to ensure 24-hour coverage at our water treatment plants. Mechanics, Electricians, Laborers, and Safety Technicians work together to ensure all equipment is running smoothly and the flood protection system is safely maintained.



26
Operators

28
maintenance staff



26 ENGINEERS

A team of flood control, water supply, and water quality engineers ensure top-notch infrastructure.



16 FINANCE TEAM MEMBERS

This department responsibly manages our financial and human resources to ensure a strong future for Zone 7.

17 WATER RESOURCES STAFF

A team of engineers, geologists and planners strategically and sustainably manage our water supply system.





Achievements



TEACHING LIFELONG WATER CHAMPIONS

The Zone 7 Water Academy, formerly known as the Kid Zone Schools Program, is designed to teach kids to be water-savvy today so they can become water-wise adults for generations to come. To reengage schools in proactive water education, Zone 7 reimaged its school outreach program as the “Water Academy” for the 2023-24 school year, reintroducing interactive lessons to local school districts that inspire lifelong water champions. Designed and taught by certified educators, these lessons align with K-12 Next Generation Science Standards, ensuring they are both engaging and academically rigorous.

As part of this refreshed program, the Water Academy introduced a brand-new lesson for Transitional Kindergarten, where the youngest learners explore

water in fun, age-appropriate ways, singing about its forms and hearing a story about saving water. Meanwhile, the Kindergarten lesson has been redesigned to align with updated standards, featuring a hands-on activity where students engage in classroom discussions and build a take-home model to deepen their understanding of the water cycle, making learning both meaningful and fun.



100

Transitional Kindergartners learned about Water Matters

1,775

Kindergartners explored The Water Cycle

1,875

1st Graders learned Water Wise Tips

2,050

2nd Graders learned All About Creeks & Streamers

1,975

3rd Graders learned about The People & Events of Our Watershed

1,044

4th Graders learned about California & the Race for Liquid Gold

1,914

5th Graders learned about Life as a Water Molecule

960

6th Graders learned about The Wonder Down Under

320

7th & 8th Graders learned about Drinking Water Treatment

= Approximately

12,013

students

reached by providing

473 Water Academy

Lessons



OUTREACH EVENTS TO TRI-VALLEY'S YOUNGEST RESIDENTS

The Zone 7 Water Academy engaged with thousands of students, families, and educators through a variety of events, fostering water awareness and community connection:



LIVERMORE SCIENCE ODYSSEY

Reached approximately 86 students and their families



RANCHO LAS POSITAS FAMILY SCIENCE NIGHT:

Welcomed so many students and their families that attendance couldn't be tracked



FREDERIKSEN ELEMENTARY FAMILY SCIENCE NIGHT:

Hosted a steady flow of students and their families



JACKSON ELEMENTARY FAMILY SCIENCE NIGHT

Engaged with approximately 78 students and their families



DUBLIN ELEMENTARY FAMILY SCIENCE NIGHT

Reached at least 150 students and their families



CROCE ELEMENTARY FAMILY SCIENCE NIGHT

Connected with over 360 students and their families



GRANADA HIGH SCHOOL CTE CAREER FAIR

Reached over 205 high school students



MARILYN ELEMENTARY FAMILY SCIENCE NIGHT

Engaged with over 127 students and their families



ALTAMONT CREEK EARTH DAY FAMILY SCIENCE NIGHT

Reached over 150 students and their families



AG DAY AT LIVERMORE HIGH SCHOOL:

Connected with over 250 third graders, teachers and parents

= Over

1,406

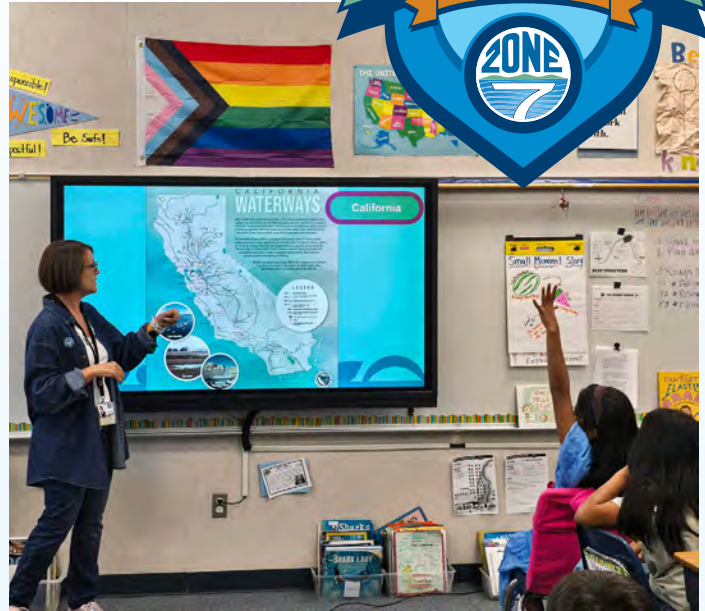
students and families reached



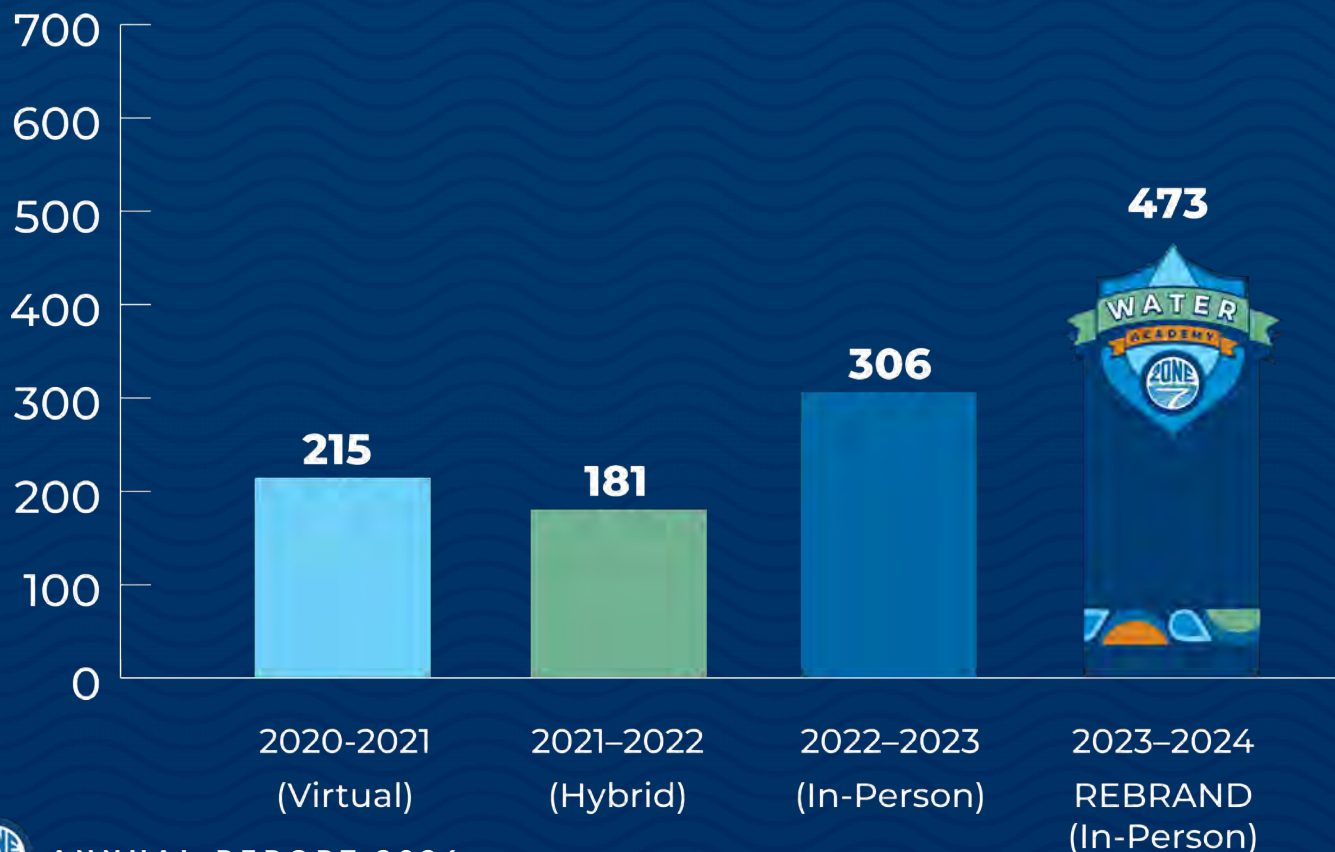
MAKING WAVES WITH EXPANDED WATER EDUCATION AND ENGAGEMENT

Our newly relaunched educational program created a splash! Visits to the “For Teachers” page have more than tripled, and traffic to the program’s main page has skyrocketed by nearly five times the previous year.

As a result, the Zone 7 Water Academy expanded its reach by increasing classroom presentations to 473, a 58% increase from the last fiscal year. Community events also grew, engaging nearly 2,000 participants—up from 1,100 last year—with increased engagement across multiple schools.



OUTREACH EVENTS TO TRI-VALLEY’S YOUNGEST RESIDENTS





COMMUNITY ENGAGEMENT

BUILDING TRUST THROUGH COMMUNITY ENGAGEMENT AND COMMUNICATION



At Zone 7, our love for the community shines through in everything we do. We're committed to fostering trust and transparency by staying actively engaged, participating in local events, and keeping our community up to date. By making information more accessible, easier to understand, and available in multiple formats, we're adapting to the evolving digital landscape to better serve the Tri-Valley.

Through special events, outreach initiatives, and consistent information sharing, we're deepening connections and strengthening relationships within the community. Our goal is to ensure everyone feels informed, heard, and valued as we work together to support the region and its water needs.



12
press releases

30
e-newsletters
and special
announcements

33
special events
and community
presentations



SPECIAL EVENT HIGHLIGHTS



EXPLORING WATER TREATMENT BEHIND THE SCENES

Zone 7 Water Agency proudly welcomed the Tri-Valley community for behind-the-scenes tours of the upgraded Patterson Pass Water Treatment Plant during Water Awareness Month. Residents got an up-close look at their water's incredible journey from the Northern Sierra Nevada Mountains to their taps. Guided walking tours led by expert water operators and engineers showcased the state-of-the-art ozone treatment process that ensures safe, clean drinking water.



PATTERSON PASS TOURS

This year's expanded tour offerings were met with overwhelming enthusiasm—every slot quickly filled, and an extra tour was added to meet the demand. The rapid sellout highlighted the community's strong interest in learning more about water treatment and sustainability.

DID YOU MISS THE TOUR? MAKE SURE TO SIGN UP FOR OUR E-NEWS AND FOLLOW US ON SOCIAL MEDIA FOR UPDATES ON TOURS AND EVENTS!

9
tour slots

67
in-person tour attendees

72,252
impressions

172
views of
zone7water.com/
tours

576
event registrants

10,065
people reached

4,947
YouTube views



KEEPING OUR COMMUNITY SAFE AND INFORMED



STONERIDGE ION EXCHANGE PFAS TREATMENT PROJECT

Engaging the community was vital to ensure transparency and build awareness about the Stoneridge Ion Exchange PFAS Treatment Project, which proactively ensured continued water quality and safety. Throughout the project's development and leading up to its launch in September 2023, Zone 7 Water Agency used a multimedia campaign to showcase its innovative approach to removing PFAS. Part of the "Wondrous World of Water" series, a video broke down the science and technology of ion exchange treatment in easy to understand terms reinforced by animated graphics to tell the story, while a slideshow of the vessel delivery and installation process highlighted key milestones, garnering strong engagement with thousands of views. These efforts reinforced Zone 7's commitment to protecting the Tri-Valley's water supply and fostering continued community collaboration.

1,417
total website views

5,301
combined video views on
Facebook and YouTube

14,861
total impressions

Most Viewed Video of the Year

26,022
VIEWS

6,849,080
total media coverage:
impressions featured on
KCBS Radio On-Demand,
Pleasanton Weekly and TV30





NEW STORM LEVEL ALERT PROGRAM

In January 2023, Zone 7 Water Agency launched its innovative Storm Alert Level system to keep residents informed and safe during flood events. To promote the program, Zone 7 rolled out a dynamic public information campaign, including an engaging video, an interactive webpage with real-time updates and preparedness tips, social media outreach and live demonstrations at events like the Flood Preparedness Open House. These forward-thinking efforts empowered the community with tools to navigate storm risks confidently.

701
website views

999
user sessions

1,261
page views



REDEFINING TRANSPARENCY WITH AN INNOVATIVE ANNUAL REPORT

The Zone 7 annual report was transformed into a dynamic, user-friendly online experience with the 2023 redesign. By reducing pages and enhancing visuals, the interactive design improved accessibility and increased engagement. Targeted digital promotions and a streamlined design drove significant year-over-year growth in website visitors throughout the year, as well as time spent on pages. The new design is part of our continued efforts to set new standards for transparency and community connection.



First-Time Nominee, Winner - 2025 GOV Design Silver Award for Graphic Design in the Publication category.

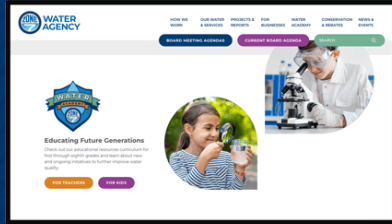
The BETTER FUTURE GOV Design Awards - globally recognized program celebrates excellence in government-funded design projects.

Now among 46 Gold and Silver Award winners eligible for the prestigious WORLD Design Awards, joining esteemed projects from organizations like the City of Sydney and Los Angeles City Planning.

 zone7water.report/2023



DIGITAL CONNECTION



<https://Zone7Water.com>

50,274
website visitors

78,100
user sessions

151,612
page views

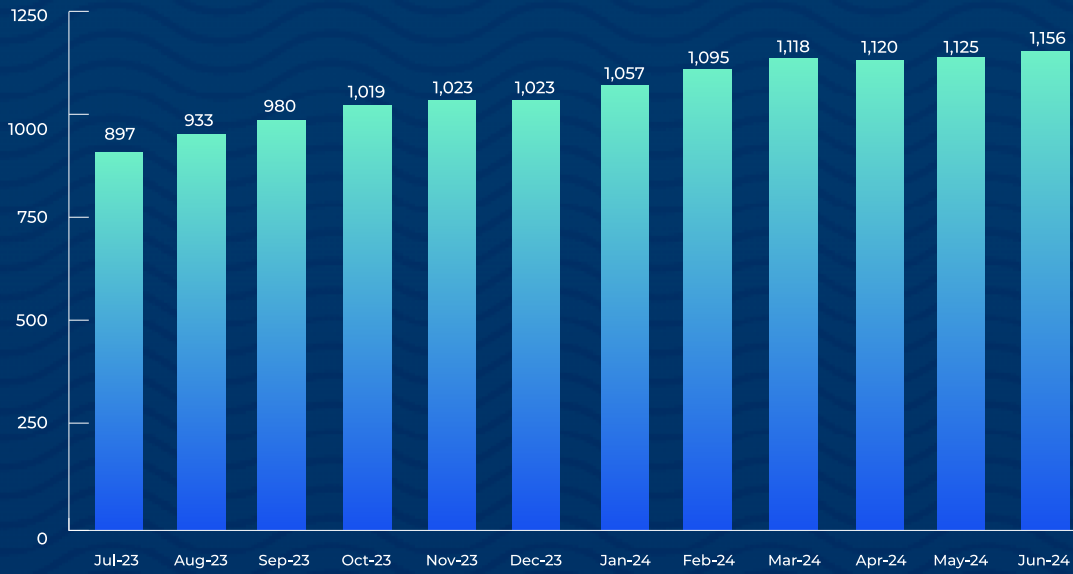


Facebook

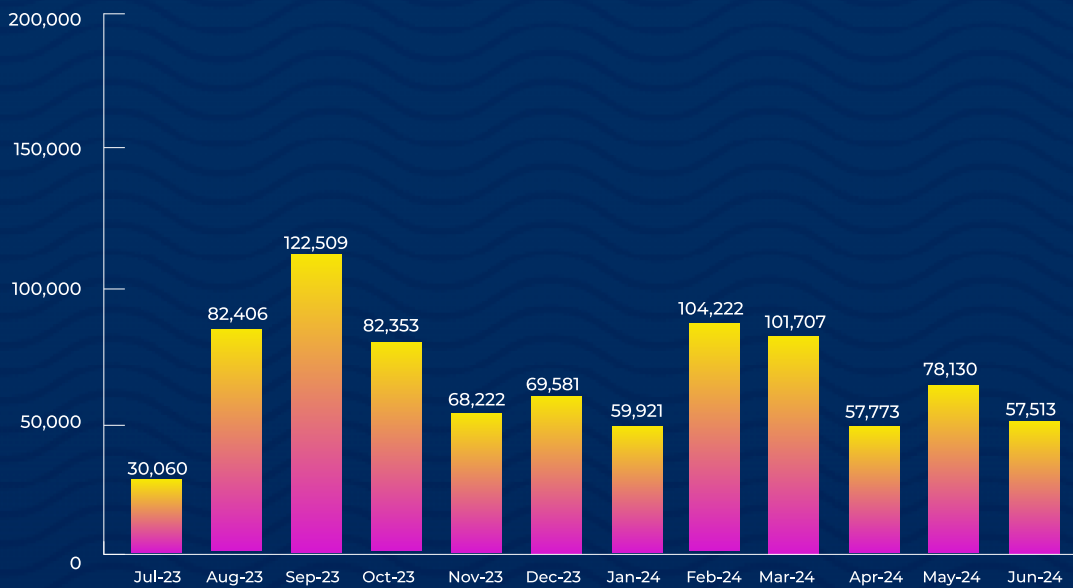
Followers: 1,156 | Total Reach: 914,397



Followers: 1,156



Total Reach: 914,397





<https://TriValleyWater.org>

21,767
website visitors

25,000
user sessions

58,697
page views



595
LinkedIn followers



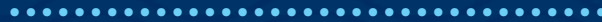


Next door

43
Next Door Posts

480,811
total impressions
on Next Door

205
thanks/reactions
from community
members



<https://Zone7Water.Report>

1,553
website visitors

1,974
user sessions

4,001
page views





YouTube

200,669
YouTube Video Views

3,100
hours of video watch time

Top 5 watched videos of the fiscal year



#1



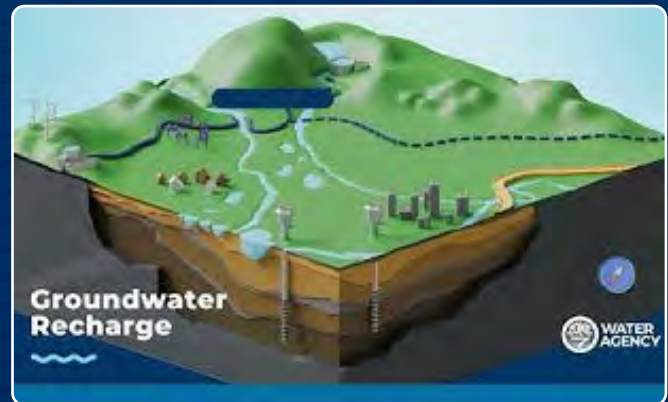
#2



#3



#4



#5



OUTREACH CAMPAIGN HIGHLIGHTS



FLOOD PREPAREDNESS WEEK & OPEN HOUSE

To highlight Flood Preparedness Week in October 2023, Zone 7 Water Agency hosted its annual Flood Preparedness Open House to teach families how to stay safe during floods. The event welcomed 100 attendees and featured engaging activities and practical tips.



100
attendees learned about flood preparedness at our annual open house

244,710
impressions achieved during the 2024 digital outreach campaign, preparing the Tri-Valley community for emergencies and offering hands-on learning to boost community readiness.

FIX-A-LEAK WEEK

During the EPA's annual Fix-a-Leak Week (March 18-24), Zone 7 Water, in collaboration with California Water Service, Dublin San Ramon Services District, the City of Livermore, and the City of Pleasanton, launched the Water Wise Wendy Fix-A-Leak Challenge. This initiative encouraged residents to find and fix household leaks through fun, interactive activities, including a downloadable home checklist. Water Wise Wendy videos inspired families—especially children—to take an active role in saving water at home.



23,204
combined video views during Fix-A-Leak Week

8
Fix-A-Leak videos featuring Water Wise Wendy

5,444,281
impressions, making water conservation engaging and easy to understand

www.zone7water.com/waterwise



GROUNDWATER AWARENESS WEEK

The “Wondrous World of Water” campaign was expanded for Groundwater Awareness Week with a new Groundwater Recharge video, adding to the series’ nine educational videos covering topics like the newly opened Ion Exchange PFAS Treatment Facility and Ozone Treatment. The slideshow showcasing the Stoneridge IX facility garnered the most attention, reflecting strong community interest in water quality innovations.

3
new videos focused on groundwater quality and local facilities

42,934
impressions achieved during the 2024 digital outreach campaign, raising awareness about groundwater conservation and quality

17,661
combined video views during Groundwater Awareness Week





LEGISLATIVE & POLICY UPDATES

In 2024, legislative and policy developments significantly influenced water management in California and across the nation. Zone 7 Water Agency actively monitored key updates to align with policies that promote conservation, transparency and sustainable water resources.

During the California State Legislature’s 2024 Regular Session, Zone 7 tracked changes to bills with significant implications for water management. At the federal level, new regulations addressing per- and polyfluoroalkyl substances (PFAS) contamination and climate resilience initiatives informed Zone 7’s strategies to protect water quality and enhance regional sustainability. These efforts reinforce our commitment to providing safe, reliable and equitable water resources while building resilience to future challenges.

A COLLABORATIVE ENDEAVOR

Zone 7 also closely monitored the positions of key organizations that play a critical role in advocating for legislative changes, providing expertise and shaping policies that directly impact water rights, administrative practices and infrastructure planning.



KEY LEGISLATIVE ACCOMPLISHMENTS



A team of engineers, geologists and planners strategically and sustainably manage our water supply system.

MONITORED KEY LEGISLATIVE DEVELOPMENTS

Tracked state bills and federal regulations with significant implications for water management, ensuring Zone 7 remained informed of potential impacts on water quality, conservation, and transparency.

PREPARED FOR FEDERAL REGULATORY CHANGES

Proactively assessed the impact of new EPA regulations on PFAS contamination, advancing strategies to protect water quality and community health.

ENGAGED WITH POLICY ADVOCACY ORGANIZATIONS

Collaborated with ACWA, CMUA, CSDA, and SWC to stay updated on policy positions and legislative priorities influencing water rights, administrative practices, and infrastructure planning.

SUPPORTED CLIMATE AND SUSTAINABILITY GOALS

Aligned monitoring efforts with federal initiatives focused on building resilient water systems to address challenges like drought, flooding, and infrastructure sustainability.



KEY FEDERAL POLICY UPDATES

In 2024, U.S. federal policies related to water supply and quality focused on infrastructure investment, contamination control, and climate resilience. Of these, the final adoption of regulatory limits on PFAS had the most significant impact on Zone 7 and our region.

The U.S. Environmental Protection Agency (EPA) has established maximum contaminant levels (MCLs) for certain Per- and Polyfluoroalkyl Substances (PFAS) in drinking water, with a compliance deadline of 2029.

The EPA provided a 5-year timeframe to allow water providers time to make the necessary operational adjustments and/or construct facilities to meet the new MCLs. However, despite this timeframe, following the EPA's announcement, we voluntarily implemented changes to our operations to meet these MCLs ahead of schedule in alignment with our commitment to providing safe and reliable water to our customers.

In 2023, we launched the first PFAS Treatment Facility in Northern California at Stoneridge Well, our largest production well affected by PFAS. This facility now delivers PFAS-safe water. Wells that exceeded the MCLs have been taken offline.

Currently, the Chain of Lakes Wells Treatment Facility is under construction and will be operational in early 2025. The Mocho Wells PFAS Treatment Facility is in the design phase.

These proactive measures demonstrate our commitment to protecting community health by ensuring access to safe and clean drinking water.

For detailed information on specific MCLs for various PFAS compounds, please refer to the EPA PFAS Information.

In addition to addressing contamination concerns, the administration encouraged the development of resilient water systems capable of handling extreme weather events, such as droughts and floods. Zone 7 continues to engage in several planning efforts that further these policy goals, including long-term water supply planning and the Flood Management Plan.

LEGISLATION WITH THE POTENTIAL TO IMPACT ZONE 7'S MISSION

- AB-1820: Housing development projects
- AB-1828: Personal Income Tax
- AB-1827: Local Government
- SB-937: Development projects
- AB-1957: Public contracts
- AB-2037: Weights and Measures
- AB-460: State Water Resources control Board
- AB-2257: Local Government
- SB-1072: Local government
- AB-2302: Open Meetings
- AB-2561: Local public employees
- SB-1156: Groundwater sustainability agencies
- SB-1210: New housing construction
- AB-3227: California Environmental Quality Act

