



## PRESS RELEASE

### FOR IMMEDIATE RELEASE

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### **Large Water Main Break on Pleasanton Ridge Leaves 160 Customers without Potable Water** *Rain Saturated Hills Prompt Large Landslide Which Breaks Water Main*

*Pleasanton, CA*----- A major water main has been damaged on the Pleasanton Ridge as a result of a landslide that occurred during the recent rains. Crews are currently working to repair the main and work is expected to extend into the weekend and beyond. City of Pleasanton utility workers were made aware of the incident late this morning.

The affected area is in unincorporated Alameda County along with a small portion of residents who live in Pleasanton, and impacts approximately 160 homes that will now have little to no potable water. More specifically, the outage affects those residents who receive a water bill from the City of Pleasanton in upper Kilkare Canyon, which runs from Pleasanton Ridge to Sunol. Several homes on upper Longview Drive are also affected as well as a number of homes at the end of Santos Ranch Road to the north and south.

“Right now we are hoping to bridge a temporary repair sometime over the next 24 to 48 hours, but this is a difficult fix in a challenging and steep terrain. Another storm could extend this effort even further if we have to contend with inclement weather,” noted Daniel Smith, the Director of Operation Services for the City of Pleasanton.

While tap water in the affected area has NOT been deemed contaminated, residents are advised to discontinue water use until test results are available on Sunday, March 27. Periodic updates about the situation can be accessed through a recorded message at (925) 931-5501. Crews are working to restore water service to the area. Until that time, the following recommendations have been issued for those living in the affected area:

- If the water looks cloudy or dirty, you should not drink it. Upon return of normal water service, you should flush the hot and cold water lines until the water appears clear and the water quality returns to normal.
- If you are experiencing water outages or low water pressure, immediately discontinue any non-essential water usage. This includes all outdoor irrigation and car washing. Minimizing usage will reduce the potential for the water system to lose pressure or completely run out of water.

- If you are concerned about the water quality or are uncertain of its safety, you may add eight drops of household bleach to one gallon of water and let it sit for 30 minutes or alternatively, if you are able, water can be boiled for one minute at a rolling boil to ensure its safety. Use of home treatment devices does not guarantee the water supply is safe after low pressure situations.
- The City will increase the bacteriological water quality monitoring of the distribution system in areas subject to low pressure. This includes the collection of samples in your area to confirm that the water remains safe. You will be advised if the sampling reveals a water quality problem.
- The City is committed to make certain that an adequate quantity of clean, wholesome, and potable water is delivered to you. We recommend that you discuss the information in this notice with members of your family to ensure that all family members are prepared should water outages and/or low water pressure occur.

**About the City of Pleasanton**

*The City of Pleasanton is a vibrant Northern California community of 70,000 residents situated at the crossroads of Interstates 580 and 680, in close proximity to the San Francisco and San Jose metropolitan areas. The city's location has historical significance as a major trading route of early Native Americans and later along the route of the First Transcontinental Railroad. Pleasanton is a major suburb identified by the U.S. Census as one of the wealthiest middle-sized cities in the nation and, in 2010, was included on Money Magazine's list of the '100 Best Small Cities to Live in America.' Among Pleasanton's many attractions are an excellent school system, a highly educated workforce, 1,200 acres of parkland and recreational open space, a nationally recognized business park, a regional retail shopping mall, and a historic downtown district. For more information, please visit [www.ci.pleasanton.ca.us](http://www.ci.pleasanton.ca.us).*

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