

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

REPORTING REQUIREMENTS NOT MET FOR NASA AMES RESEARCH CENTER

This letter is being sent under the direction of the State Water Resources Control Board (SWRCB), Division of Drinking Water.

Although this is not, and was not, an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

What happened and what is being done?

As part of our drinking water monitoring program, we test for specific contaminants on a regular basis. Results of this regular monitoring are an indicator of whether the water you drink meets health standards.

Recently, we encountered an issue with our monitoring process. A water sample taken on July 10, 2024, from one of our routine sampling locations, Building M650 at the California Air National Guard, tested positive for the presence of total coliform. However, our laboratory did not notify us of the results until August 8, 2024. NASA concluded that inadequate internal procedures contributed to unacceptable delays in communication between NASA, its facilities contractors, and the SWRCB Division of Drinking Water. As a result, we did not immediately complete the required follow-up sampling on July 11, 2024, to confirm whether total coliform was still present, and therefore cannot confirm the water quality at that time. Therefore, our water system did not meet the required reporting standards for a drinking water sample on July 11, 2024, resulting in a regulatory violation.

Subsequent monitoring results have not detected total coliform at Building M650 or elsewhere in the NASA Ames drinking water system. The following routine sample collected on July 31, 2024, from Building M650 was absent for total coliform. Three (3) required repeat samples collected on August 15, 2024, including at Building M650, upstream at the San Francisco Public Utility Commission (SFPUC)'s P500 water supply inlet, and downstream at Building M653, were all absent for total coliform.

NASA Ames is in the process of completing a thorough investigation, including a review and improvement of our communication procedures with the laboratory and facilities contractors. We will continue to work with the SWRCB Division of Drinking Water to prevent any future occurrences. We take the safety and quality of your drinking water seriously and are committed to providing you with clean and safe water.

The table below lists the contaminant we did not properly test for on July 11, 2024, within a required timeframe, how many samples we were required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were taken.

Contaminant	Required Sampling Frequency	Number of Samples Taken	When Samples Should Have Been Taken	When Samples Were Taken
Total Coliform	Three (3) repeat samples 24 hours following detection	Three (3), including at M650, P500 inlet, and M653	July 11, 2024	August 15, 2024

What should you do?

- **There is nothing you need to do at this time. You do not need to boil your water or take other actions. Total coliform bacteria are generally harmless, but their presence can indicate that other, potentially harmful bacteria could be in the water. This is not, and was not, an emergency. If it had been, you would have been notified immediately.**
- If you have health concerns about this water, you may wish to consult your doctor. If you think you have become ill from drinking or handling this water, please contact Jeanne Sabin at (650) 582-7321 or jeanne.m.sabin@nasa.gov.

For more information about your water quality or service, please contact your water provider: For NASA Ames and NASA Partners, Jeanne Sabin at (650) 582-7321 or jeanne.m.sabin@nasa.gov. For Army Wescoat Housing, Malgorzata Zasztowt at (469) 238-3612 or malgorzata.d.zasztowt.civ@army.mil. For Army Reserve Center, Morey U. Moore at (719) 516-6782 or morey.u.moore.civ@army.mil.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly. This could potentially include contractors, visitors, and interns. You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

In accordance with State regulations, the following entities must provide subsequent notification within 10 days of receiving this notification [Health and Safety Code Section 116450(g)]:

- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by NASA Ames Research Center.

State Water System ID#: 4300997

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