



RECYCLED WATER TRUCK FILL STATION PROGRAM

User Guidelines and Application

January 1, 2021

Palo Alto Regional Water Quality Control Plant
2501 Embarcadero Way
Palo Alto, CA 94303
650-329-2122
RecycledWater@cityofpaloalto.org
www.cityofpaloalto.org/recycledwater

These Program Guidelines shall be distributed and/or explained to all individuals who will be working with recycled water.

January 1, 2021

TABLE OF CONTENTS

1.	PROGRAM GUIDELINES	1
1.1	TRUCKFILL LOCATION & HOURS	2
1.2	PROGRAM PROCEDURE (APPLICATION AND PERMIT)	2
2.	RULES FOR THE USE OF RECYCLED WATER	4
2.1	VEHICLES.....	4
2.2	WORKER PROTECTION	4
2.3	RECYCLED WATER USE	5
2.4	SIGNS	5
2.5	SYSTEM MANAGEMENT	6

1. PROGRAM GUIDELINES

To increase the use of recycled water and to conserve drinking water for domestic uses, the Palo Alto Regional Water Quality Control Plant (RWQCP) will provide tertiary-treated recycled water to permitted users for approved uses that may include the following:

Allowed Recycled Water Uses	
Irrigation of:	
	Food crops where recycled water contacts the edible portion of the crop, including all root crops
	Parks, playgrounds and school yards
	Residential landscaping
	Golf courses
	Cemeteries
	Freeway landscaping
	Pasture for milk animals for human consumption
Supply for impoundment:	
	Restricted recreational impoundments and publicly accessible fish hatcheries
	Landscape impoundments without decorative fountains
Supply for cooling or air conditioning:	
	Industrial or commercial cooling or air conditioning involving* (or not involving) cooling tower, evaporative condenser, or spraying that creates a mist
Other uses:	
	Flushing toilets and urinals
	Priming drain traps
	Industrial process water
	Structural and non-structural fire fighting
	Decorative fountains
	Commercial laundries
	Consolidation of backfill material around potable water pipelines
	Artificial snow making for commercial outdoor uses
	Commercial car washes, not heating the water, excluding the general public from washing process
	Industrial boiler feedwater
	Backfill consolidation around non-potable piping
	Soil compaction
	Mixing concrete
	Dust control on roads and streets
	Cleaning roads, sidewalks, and outdoor work areas
	Flushing sanitary sewers
Prohibited Uses	
	Pressure washing multi-family units
	Dual plumbing with truck fill
	Irrigation within 50 feet of any domestic water supply well
	Non-restricted recreational impoundments
	Swimming pools

This summary is prepared from the June 18, 2014-revised Title 22 Recycling Criteria. The RWQCP acknowledges this is a summary and not the complete regulation. Please reference Title 22 for detailed information.

*Drift eliminators and/or biocides are required if public or employees can be exposed to mist.

The RWQCP Recycled Water Service Area provides recycled water for approved uses in the following jurisdictions: City of Palo Alto, City of Mountain View, City of Los Altos, East Palo Alto Sanitary District (EPASD), Stanford University and Town of Los Altos Hills.

During drought conditions, the RWQCP may consider applications for uses outside the Recycled Water Service Area. Applications from outside the Recycled Water Service Area will have lower priority to use recycled water from the truckfill station if it needs to be rationed to those customers within the Service Area during drought conditions. Further details will be provided to customers and applicants if drought conditions occur.

1.1 TRUCKFILL LOCATION & HOURS

The truckfill station is located at the RWQCP, 2501 Embarcadero Way, Palo Alto, CA 94303. The truckfill station provides three connections:

- a. an overhead water tank truck dispenser with a fill rate as high as 500 gallons per minute and
- b. a 1 ½" fire hose for filling smaller tanks at about 50 gallons per minute.
- c. a residential connection with a garden/ ¾" connection for filling containers at about 5 gallons per minute

Normal truckfill station hours are Monday to Friday 6:30 a.m. to 4:00 p.m. except on City of Palo Alto public holidays when the truckfill station will be inaccessible¹. In addition, the system may be shut down periodically for maintenance. To operate the station an access code and a PIN are needed.

Information for residential customers

The City of Palo Alto continues to offer recycled water for residents. Residents can apply to get a permit to use recycled water from the RWQCP.

- Residents must live within the RWQCP service area: City of Palo Alto, East Palo Alto Sanitary District, Los Altos, Los Altos Hills, Mountain View and Stanford University
- A permit is required to pick-up recycled water
- To control traffic at the RWQCP, we provide access to residents to the standpipe from 9 a.m. to 3 p.m. Monday-Friday
- Residents should bring their own totes, minimum size 50 gallons and with water-tight lids to avoid spills during transportation. Garbage cans are not acceptable

1.2 PROGRAM PROCEDURE (APPLICATION AND PERMIT)

Users and distributors of recycled water shall be responsible for the proper distribution and use of recycled water. Changes in use or sites will require the submittal of a new application and approval of an updated permit. There is no fee for use of the water; however there is a permit processing fee due at time of application submittal. The following are steps to apply for a recycled water use permit:

- a. Applicants shall review the Rules for the Use of Recycled Water included in this package below and complete the Application for Recycled Water Use.
 - i. For each vehicle to be used for recycled water include copies of vehicle registration, liability insurance, and worker's compensation insurance; worker's

¹ See <http://www.cityofpaloalto.org/cals/>

compensation insurance is not needed for residents who haul recycled water to their own property.

- ii. If applicant is proposing to haul recycled water to multiple residential locations, a representative (e.g., tenant, owner, property manager, etc.) for each location must fill out **Form A – Use of Recycled Water on Private Properties Statement** and be submitted to the RWQCP before the first application of recycled water at that location. If additional forms are required during the permit term, the applicant/hauler can submit these forms using a link in the recycled water website: www.cityofpaloalto.org/recycledwater.
 - iii. If applicant is proposing to use recycled water for power washing, include **Form B – Use of Recycled Water in Washdown Applications** with the completed application. If additional forms are required during the permit term, the applicant/hauler can submit these forms using a link in the recycled water website: www.cityofpaloalto.org/recycledwater.
 - iv. If applicant is proposing to use recycled water to fill an impoundment, include a stamped, Title 22 Engineering Report with the completed application. The RWQCP will work with the Department of Drinking Water to approve this use.
- b. Submit the completed application via:
- i. Email to RecycledWater@CityofPaloAlto.org
 - ii. Electronically using the Docusign powerforms available on the recycled water website (www.cityofpaloalto.org/recycledwater)
 - iii. Leave your filled application in the dropbox located near the southern entrance of 1900 Embarcadero Way, Palo Alto, CA 94303 (see location below)
- c. Submit a \$50.00 check or money order payable to the City of Palo Alto, Alto. Checks can be mailed to 2501 Embarcadero Way, Palo Alto, CA 94303 with Attn. Recycled Water. For faster processing, submit the check to the dropbox located near the southern entrance of 1900 Embarcadero Way, Palo Alto, CA, 94303 (see location below).



- d. Applications will not be processed until payment is received by staff. Upon receiving the complete application and payment, RWQCP staff will review the application for completeness and proper use of recycled water. The User and Site Supervisor listed on the application will be notified of the decision typically within two weeks of application submittal.
- e. If approved, the Site Supervisor, designated personnel, and/or vehicle drivers will attend a training class with RWQCP personnel and pick-up signage. To operate the truckfill station, an access number and a PIN will be provided to each permittee. Unless requested otherwise, approved permits allow self-service pickup and use of recycled water until December 31 of the calendar year in which the application is submitted; potential permit extensions will be considered upon request by the applicant.
- f. A copy of the approved and current Permit must be kept in the vehicle at all times. Present the permit and identification to the RWQCP security guard to gain access to the truckfill station. All drivers and vehicles must be listed on the permit. Additional drivers may be added to the permit by attending training at the RWQCP. Expired permits and non-listed vehicles/drivers will not be accepted.
- g. During the term of the permit City, County, and State regulatory staff overseeing recycled water will have the right to inspect use areas during reasonable hours for verifying records and proper application of recycled water as well as to ensure proper maintenance, supervision, training, and operation of recycled water systems.

2. RULES FOR THE USE OF RECYCLED WATER

2.1 VEHICLES

- a. Vehicles/totes shall indicate at all times that they contain recycled water using a sign or label affixed to both sides of tanks. Stickers are available upon request from the RWQCP.
- b. Vehicle tank/tote must have watertight valves and fittings to ensure no leakage will occur.
- c. All piping and hoses used with vehicle tank/tote must be fully drained before transport and prior to every connection.
- d. Vehicle tank/tote must be cleared of contaminants prior to use for recycled water.
- e. After transporting recycled water, vehicle tank/tote shall not transport potable water until cleaned and disinfected.
- f. Recycled water hose bibbs are not allowed; quick couplers with signage are allowed for recycled water.
- g. Recycled water hoses shall not be compatible with onsite potable hose bibb connections.
- h. Potable hose bibbs shall also have a sign when recycled water is used onsite.
- i. A first-aid kit shall be available on location. Cuts and abrasions should be promptly washed with drinking water, disinfected, and bandaged.

2.2 WORKER PROTECTION

- a. Workers should not be subjected to recycled water sprays, mists or aerosols.
- b. Workers should use protective clothing when there will be more than casual contact with recycled water.
- c. Safe drinking water should be supplied for workers.
- d. Handwashing facilities should be provided consisting of a potable water supply, handwashing soap, and single-use sanitary paper towels.
- e. Workers should not apply recycled water by handheld nozzles, or other handheld devices, that can produce fine mists, sprays, or aerosols.
- f. Precautions should be taken to avoid contamination of food taken into recycled water use areas.
- g. Workers should be informed that although recycled water has been treated to minimize health risk, bacterial and viral contamination may be present and potentially may cause illness or infection.

2.3 RECYCLED WATER USE

- a. Recycled water onsite storage tanks and impoundments require case-by-case approval and a direct permit with the property owner. Impoundments, and most storage tanks, require Title 22 Engineering Reports approved by the State's Department of Drinking Water in addition to this application.
- b. Recycled water shall not be applied on walkways, passing vehicles, buildings, or areas not under the control of the User.
- c. No recycled water used for irrigation shall be allowed to escape from the designated use areas by airborne or by spray surface flow.
- d. No recycled water shall be applied during periods of rainfall or when soils are saturated such that runoff occurs. Landscape irrigation must be done when the grounds will have maximum opportunity to dry before use by the public. Irrigated areas shall be properly graded to minimize ponded water.
- e. Recycled water shall not be used as a domestic or animal drinking water supply.
- f. Adequate measures shall be taken to minimize public contact with recycled water and to prevent the breeding of flies, mosquitoes, and other vectors of public health significance during the process of reuse.
- g. Spray, mist, or runoff shall not enter dwellings, designated outdoor eating areas, picnic areas or food handling facilities.
- h. Recycled water shall not be applied to park, golf course, or landscape areas in such a manner or at such times that may expose golf, picnickers, or other individuals.

2.4 SIGNS

- a. Adequate means of notification shall be provided to inform the public that recycled water is being used. The User shall make all necessary provisions to inform the public that the liquid being distributed is recycled water and is unfit for human consumption.
- b. For all use areas where recycled water is applied and that are accessible to the public, the User shall post signs at least 4 inches high and 8 inches wide that are clearly visible, that include the following wording: "*Recycled Water – Do Not Drink*".
- c. Indicate, either with labels or purple paint, that all equipment (e.g., valves, hoses, sprinkler heads, etc.) contain recycled water.

2.5 SYSTEM MANAGEMENT

- a. Users will be responsible for the application of recycled water on their respective use areas and associated operations and maintenance.
- b. The User shall provide employee training to assure proper use of recycled water, worker protection, and compliance with state rules.
- c. The User is responsible for all onsite supervision, user training, noticing RWQCP of system changes, recycled water use, and reporting.
- d. Violations of any of the rules herein should be self-reported to the RWQCP, with corrective actions planned and implemented by the User. Failure to correct and/or cease violations within a timeframe determined by the RWQCP may result in termination of the User's permit. Penalties may also be assessed.



REGIONAL
WATER QUALITY
CONTROL PLANT

APPLICATION FOR RECYCLED WATER USE PERMIT

For RWQCP use only

APPLICATION NUMBER: _____ DATE RECEIVED _____

SECTION 1. APPLICANT INFORMATION

User/Company Information:

Name: _____

Address: _____ City: _____

Phone: _____ Email Address: _____

Site Supervisor Information (if different than above):

Name: _____

Phone: _____ Email Address: _____

SECTION 2. RECYCLED WATER HAULER INFORMATION

Driver(s) Information: Please list below all drivers/vehicle operators who will pick up/distribute recycled water. Only those listed/trained will be permitted to access the recycled water.

Driver Name

CA Driver License #

Vehicle Information: Provide the following information for any vehicle to be used to pick up/distribute recycled water.

Vehicle Description

License Plate Number

- ☐ Tanker truck ☐ Other (personal vehicle with tote)
☐ Tanker truck ☐ Other (personal vehicle with tote)
☐ Tanker truck ☐ Other (personal vehicle with tote)

☐ **Include copies of vehicle registration, liability insurance, and worker's compensation insurance for all listed vehicles as part of this application.** Worker's compensation insurance does not need to be submitted for applicants who are private residents transporting and distributing recycled water under their own permit for use at their own property.

SECTION 3. RECYCLED WATER USE INFORMATION

Estimated maximum recycled water use: _____ gallons per /day

Distribution method(s): ☐ Water truck spray ☐ Water truck hose ☐ Irrigation system

Site Address(es): List all locations that recycled water will be used and attach a separate sheet if more space is needed. Include Form A for all residential sites that recycled water is distributed.

Address	Site Used by Public (Y/N)
_____	_____
_____	_____
_____	_____

Type of Recycled Water Use (*check all that apply*):

Irrigation of:

- | | |
|---|--|
| <input type="checkbox"/> parks and playgrounds | <input type="checkbox"/> residential landscaping |
| <input type="checkbox"/> school yards | <input type="checkbox"/> cemetery |
| <input type="checkbox"/> freeway landscaping | <input type="checkbox"/> orchard, vineyard, food crops |
| <input type="checkbox"/> nursery stock and sod farm | <input type="checkbox"/> other: _____ |

Impoundment (e.g., pond) include a Title 22 Engineering Report:

- | | |
|--|--|
| <input type="checkbox"/> non-restricted recreational with body contact | <input type="checkbox"/> restricted recreational impoundment |
| <input type="checkbox"/> fish hatchery | <input type="checkbox"/> landscape |

Other:

- | | |
|---|--|
| <input type="checkbox"/> consolidation of backfill material | <input type="checkbox"/> flushing sanitary sewers |
| <input type="checkbox"/> around potable water pipelines | <input type="checkbox"/> mixing concrete |
| <input type="checkbox"/> around non-potable water pipelines | <input type="checkbox"/> soil compaction |
| <input type="checkbox"/> fire fighting | <input type="checkbox"/> dust control on roads and streets |
| <input type="checkbox"/> structural | <input type="checkbox"/> decorative fountains |
| <input type="checkbox"/> nonstructural | <input type="checkbox"/> other _____ |
| <input type="checkbox"/> power washing of roads, sidewalks, and outdoor work areas (include Form B) | |

SECTION 4. ACKNOWLEDGEMENT OF KEY USER REQUIREMENTS

By checking below the User/Applicant acknowledges and agrees to comply with recycled water use constraints and requirements that include:

Check

- ☐ Vehicles shall indicate, via signage, at all times that they contain recycled water and be suitable for recycled water use
- ☐ Workers distributing recycled water shall use protective clothing and all workers shall avoid being subjected to recycled water sprays
- ☐ Workers distributing recycled water shall have access to safe drinking water and handwashing facilities
- ☐ Workers distributing recycled water shall have a first aid kit available at the use area or in the vehicle
- ☐ Recycled water shall not be distributed such that mist, overspray, ponding or run-off of recycled water occurs
- ☐ No person shall drink, fill a swimming pool, or prepare food with recycled water
- ☐ Recycled water shall not be used within 50 feet of any domestic (drinking water) well or in a groundwater recharge zone designated by the City of Palo Alto
- ☐ Recycled water shall not be cross-connected with any potable water supply
- ☐ Recycled water shall not be mixed with potable water
- ☐ User or site supervisor listed under section 1 shall post adequate signs where recycled water is



applied stating "RECYCLED WATER – DO NOT DRINK"

Equipment (e.g., hose bibbs, trucker tanks, etc.) used for recycled water shall be kept separate from equipment used to carry and distribute potable water. If equipment is used for recycled water, it shall be cleaned and disinfected prior to potable water use.

SECTION 5. RECYCLED WATER PERMIT TERMS AND CONDITIONS

Recycled water is being provided by the City of Palo Alto to the undersigned User/Applicant (referred to herein as the "User") at the request of, and for the benefit of, the User. The User hereby agrees to indemnify, defend, hold harmless the City of Palo Alto, its officers, agents, and employees from any and all claims, demands, losses, enforcement actions, causes of action, judgments, costs or liability associated with or arising out of: (1) the possession or use of the recycled water by or for the User; (2) a violation of any provision or requirement of the User Guidelines, this Application (including Forms A or B, as applicable), and Title 22 of the California Code of Regulations; or (3) the use of the RWQCP by User related to this permit.

I hereby certify under penalty of perjury that the information provided in the Application and in any attachments is true and accurate to the best of my knowledge. I have read the entire permit packet, understood all rules, and I also certify that I, and others in my employ, agree to abide by the rules for its use as stated above and by the San Francisco RWQCB Order No. 93-160 and Title 22 of California Code of Regulations. The proposed use shall be ceased immediately when rules and regulations have been violated (by the producer, user, or the distributor), and shall not be resumed until such time that all conditions causing the violations have been corrected. The Recycled Water Permit may be terminated by the RWQCP at any time.

I certify that I'm duly authorized by the User to sign on behalf of and bind the User to the terms of this Permit

Signature of Authorized Representative of User

Date

Print Name: _____

Print Title: _____



REGIONAL
WATER QUALITY
CONTROL PLANT

FORM A – USE OF RECYCLED WATER ON PRIVATE PROPERTIES STATEMENT

For RWQCP use only

APPLICATION NUMBER: _____ DATE RECEIVED _____

END USER INFORMATION

Name of Property Representative : _____

Property Representative Title: ☐ Owner ☐ Tenet ☐ Other: _____

Address: _____

Phone : _____ Email : _____

RECYCLED WATER HAULER INFORMATION

User/Company Name: _____ Phone : _____

SUMMARY OF REQUIREMENTS FOR IRRIGATION END USERS

1. It is prohibited to use recycled water for (a) drinking by humans or animals, (b) filling swimming pools or non-restricted recreational impoundments, (c) or to clean or wash buildings or cars.
2. Recycled water impoundments and onsite storage tanks require case-by-case approval and a direct permit with the property owner; tank truck companies are not permitted to fill onsite impoundments or storage tanks via this end user statement.
3. A sign shall be posted saying "RECYCLED WATER – DO NOT DRINK" if the end use area is publicly used.
4. Recycled water shall remain on the End User's site.
5. Recycled water shall not be sprayed on people or allowed to pond where people or animals will come into contact with the recycled water.
6. Recycled water pipes and hoses shall not connect to potable water systems.
7. Mist or spray from recycled water shall not fall on eating areas, food handling areas, drinking water facilities, or drinking wells.
8. Recycled water shall not be applied when it is raining or the ground is saturated.
9. Nozzles that create mists or aerosols impacting workers or nearby people shall not be used when applying recycled water.
10. Protective clothing shall be worn during application of recycled water; hands shall be washed after application of recycled water.
11. State, county, and local agency staff have the right of inspection in the use area. City of Palo Alto inspection staff will attempt to make contact with the property resident prior to use area inspection.

STATEMENT

I CERTIFY THAT THOSE RESIDING AND EMPLOYED ONSITE HAVE BEEN TRAINED ON, PROVIDED A COPY OF, AND AGREE TO ABIDE BY THE ABOVE "SUMMARY OF REQUIREMENTS FOR IRRIGATION END USERS", WHICH IS BASED ON THE SAN FRANCISCO BAY RWQCB ORDER NO. 93-160 AND TITLE 22 OF THE CALIFORNIA CODE OF REGULATION.

Signature of Property Representative: _____ Date _____



FORM B – USE OF RECYCLED WATER IN WASHDOWN/POWER WASHING APPLICATIONS

For RWQCP use only

APPLICATION NUMBER: _____ DATE RECEIVED _____

POWER WASHING COMPANY INFORMATION

Permit User/Company Name: _____

Power Washing Company Name (if different from above) : _____

Power Washing Company Authorized Representative Name: _____

Phone: _____ Email : _____

WASHDOWN CONDITIONS OF APPROVAL

The following conditions shall be followed by users of recycled water in washdown applications (e.g., mobile unit, water broom, etc.).

Approved uses:

1. Cleaning of roads, sidewalks, and outdoor work areas

Not approved uses:

1. Allowing mist or spray into a dwelling or building
2. Washing down a building (e.g., prior to repainting the facility) unless it is unoccupied and under construction
3. Washing down dining tables and picnic tables, food handling equipment (e.g., outdoor barbeque), potable hose bibbs, or drinking fountains
4. Washing down surfaces where wash-down water enters swimming pools, recreational impoundments, or other water features where there may be direct contact

Install signs in the pressure washing area to inform members of the public that recycled water is being used to clean the area. If a member of the public is passing by the pressure washing activity, suspend pressure washing until they have passed by (similar to what is done when pressure washing with potable water).

All equipment (including hoses and nozzles) that are connected to the recycled water hose system) must be dedicated and properly labeled for use on recycled water systems only. The equipment shall not be connected to the potable water system.

STATEMENT

I CERTIFY THAT ALL WORKERS USING RECYCLED WATER HAVE BEEN TRAINED ON, PROVIDED A COPY OF, AND AGREE TO ABIDE BY THE ABOVE CONDITIONS OF APPROVAL WHICH IS BASED ON THE SAN FRANCISCO BAY RWQCB ORDER NO. 93-160 AND TITLE 22 OF THE CALIFORNIA CODE OF REGULATION.

Signature of Authorized Representative of Power Washing Company _____

Date _____