



# WATER MAIN INCIDENT UPDATE

## Stay Up to Date

The City of Mountain View continues to update the public on the current state of the incident. You can find this information in the following places:

### CITY WEBSITE

The most updated information can be found at [MountainView.gov/CuestaWaterMain](https://MountainView.gov/CuestaWaterMain) or scan the QR code.



### SOCIAL MEDIA

Much of the information posted to the City website can also be found on social media. You can receive these updates in your social media feed by following the City Hall pages on Facebook, Instagram, X, or Bluesky.

Links are at [MountainView.gov/Social](https://MountainView.gov/Social).

### EMAILS

The City has been sending out daily email updates to affected residents who have provided their email addresses.

If you would like to receive emails from the City regarding this incident, please provide your email to a Fire Department representative who will pass that along to staff in the City Manager's Office.

### QUESTIONS OR ASSISTANCE

If you have any questions about the incident itself, please call 650-903-6081 and press 1.

## New Information

### STATE OF EMERGENCY

The City of Mountain View has declared a State of Emergency for the Cuesta Park area water main incident. This declaration will allow the City to seek reimbursement from the State of California and federal government for expenses related to this incident, to the extent allowed by law.

### WATER BILLS

Many residents have expressed concern about higher water bills resulting from this process. The City is currently evaluating options to offset these additional costs incurred as part of the emergency response.

### MEAL AND INCIDENTAL EXPENSES REIMBURSEMENT

The City is currently collecting information to provide reimbursement to impacted residents for meal and incidental expenses on a per diem basis, in accordance with federal reimbursement rates. A form is being developed and will be shared with affected residents when ready.

### TEMPORARY LODGING FOR IMPACTED RESIDENTS

The City has partnered with several local hotels to provide temporary lodging for residents impacted by the recent incident:

1. [Super 8 Mountain View](#), 1665 W El Camino Real, Mountain View, CA | Phone: 650-969-9641
2. [Ramada by Wyndham Mountain View](#), 55 Fairchild Dr, Mountain View, CA | Phone: 650-967-6856
3. [Days Inn Mountain View](#), 850 Leong Dr, Mountain View, CA | Phone: 408-915-3669
4. [Shashi Hotel Mountain View](#), 1625 N Shoreline Blvd, Mountain View, CA | Phone: 650-420-2600
5. [TownePlace Suites](#), 606 S. Bernardo Avenue, Sunnyvale, CA | Phone: 408-733-4200
6. More hotels may be added to the list. Please check the City website for updates at [MountainView.gov/CuestaWaterMain](https://MountainView.gov/CuestaWaterMain)

Alternatively, the City will reimburse impacted residents up to \$192+tax/night if they choose to use a different hotel of their choice.

### QUESTIONS OR ASSISTANCE

If you have any questions about booking a hotel room, please call 650-903-6081 and press 2.