PALO ALTO PARK MUTUAL WATER COMPANY

2190 Addison Avenue

East Palo Alto, CA 94303-1433

Telephone (650) 322-6903
Fax (650) 322-6981

29 November 2017

Mr. Eric Lacy, P. E., District Engineer, Santa Clara District
Drinking Water Field Operation Branch
California Department of Public Health
850 Marina Bay Parkway, Bldg P., 2nd Floor
Richmond, CA 94804

Response to: 2017 Sanitary Survey Findings to items due 30 November 2017 and to immediate Actions

Dear Mr. Lacy,
This Palo Alto Park Mutual Water Company (PAPMWC) response to the 2017 Sanitary Survey Finding. Thanks to you and Ms. Tsang for working with PAPMWC.
Again one of our goals is to make PAPMWC be one of the best small ground water system in the State. With your help and assistant we can do this.

Iron and Manganese removal system for Wells # 2 and # 7

1.
Please provide to the Division, by November 30, 2017 an action plan with significant milestones and timeline to install the iron and manganese removal system.

Palo Alto Park Mutual Water Company (PAPMWC) prior to the 2017 Sanitary Survey; we were exploring possible treatment solutions for the Iron and Manganese treatments. We made trips to Sacramento and Oakland to attend workshops seeking to obtain information on funding. Further, we had our engineer to start working the design,

location of installation and the required operation, maintenance and the monitoring of the system.

We are encouraged by State Engineer Ms. Van Tsang email that provided us with the person of Ms. Julia Martinez, SRF Specialist with California Rural Water Association. She has provided PAPMWC with application and information needed. We will be scheduling a meeting with Ms. Martinez next week. Our goal is to do all that we need to do in record time. We are informed that the process takes about a year plus.

2.

System Reliability- Infrastructure Improvements - Booster Pumps

Well 03 is currently offline due to a failure in the below ground well casing, which also caused sediments to enter the distribution system. The capacity from Well 03 makes up approximately 38 percent of the total production for PAPMWC and is therefore, considered a critical infrastructure of the water system. Please inform the Division by November 30, 2017 PAPMWC's plan and timeline to either destroy and replace or repair Well 03.

PAPMWC has purchased an energy efficient booster pump motor.

WELL 3:

Well number three is in the process of being repaired (plans are currently being reviewed and developed by the pump repaired company and Mr. Freitas, PAPMWC engineer). It should be completed / repaired by year end 2017. We will inform the Division before the actual work begins. PAPMWC will adhere to Section 64580 of the California Waterworks Standards (CA WWS).

3.

ABOVE GROUND CONDITION OF WELLS 02, 05 AND 07/ WELL BUILDING STRUCTURES

The above ground features of Wells 02, 05 and 07 are also in poor condition. As seen in figure 1, the well casing of Well 02 has cracked away from the top flange, creating a pathway for contaminants to reach the water supply. Please take immediate actions to seal the opening to prevent the entrance of animals or other sanitary hazards. In addition, please also evaluate the structural integrity of the well casing and make necessary corrections before the well catastrophically fails.

Please see the attached photos of repairs to Wells 02, 05 and 07. We had the cracked that was at the flange on Well number two (2) welded closed. We also replaced venting screen at the top of the building and the bottom of the building we screened from both the inside and the outside. At Well number five (5) we replaced the venting screen at the top of the building. Well number seven (7) concrete grouted the area around petal of the base.

4.

Groundwater supply wells should be well protect against rodents or other animals. The building structure around Well 02 have separated from the concrete slab, creating an opening at the base
of the building (figure 4). The screens on several of the building structures have come loose or fallen off (figure 5). Please secure the buildings to prevent animals from gaining access to the well site. In addition, chemicals, paint or other solvents should not be stored next to a well site (figure 6). Please immediately remove these containers to prevent contamination of the ground water supply.

Please see the attached photos of Well building number two (2). All paints and solvents have been removed. However, there is a wall with a door that separate Well pump number two (2) from the area where the paint was storage.

5.

PAPMWC is hereby required to immediately notify the Division of all future installation, replacement or repair to your water mains. The notification must include the following:

· Location, size and condition of water main
· Number of customers affected
· Staff and/or contract professionals performing the water main work · Specific procedures for disinfecting the water main · Address of the bacteriological sample site(s)

A copy of the bacteriological quality result must be automatically submitted to the Division by the contact laboratory. Enforcement actions may be taken for failure to comply with the disinfection and bacteriological monitoring requirements of the CA WWS for future water main activities.

We do not now have on schedule to do any installation and/or replacement or repairs to any segment of our distribution system. However, in the future there are three streets that we will be replacing the water mains on, but they are not on schedule. We are working to this goal.

Nevertheless, PAPMWC will inform/notify and request from the Division input on any project that we undertake to improve PAPMWC ability of delivering safe potable drinking water to the community that we serve. This is PAPMWC Number one (# 1) priority, serving Quality on Tap. And PAPMWC want to assure the Division that we take very serious our duties and responsibilities and that the proper procedures for disinfecting the water mains and any work associated with repairs to PAPMWC system are properly disinfecting for the delivery of safe potable drinking water.

For the future PAPMWC will collect bacteriological sample and ensure that the results of the samples are submitted to the Division.

6.

Review of the complaint forms indicate that PAPMWC has received several customer complaints regarding the taste, odor, color, turbidity and/or pressure of the water supplied to the community.

The forms however did not discuss the possible cause(s) of these issues, measures taken to address the complaints and results of the actions. Please discuss within the November 30, 2017 response letter PAPMWC's procedures for responding to and follow-up actions to address all customer complaints. All complaint forms must include sufficient information to demonstrate that the complaints were adequately addressed. Please submit as part of the Annual Report to the Division detail records of all customer complaints.

We have modified our complaint form to include a column for Possible Cause (s). Please find copies of PAPMWC ACTION in following up on a customer's complaint, notice left at property, a sample was collected, samples taken to State certified Lab. And a letter was mailed to customer with the results of sample collected a copy of a page from the Analytical Report and a page from 2016 SWS CCR Forms & Instructions, Regulated Contaminants with SECONDARY DRINKING WATER STANDARDS.

Above Ground Condition of Wells 02, 05 and 07

Well Number 2: per Figure 1. Well 2 Opening between Well Casing and top flanges.

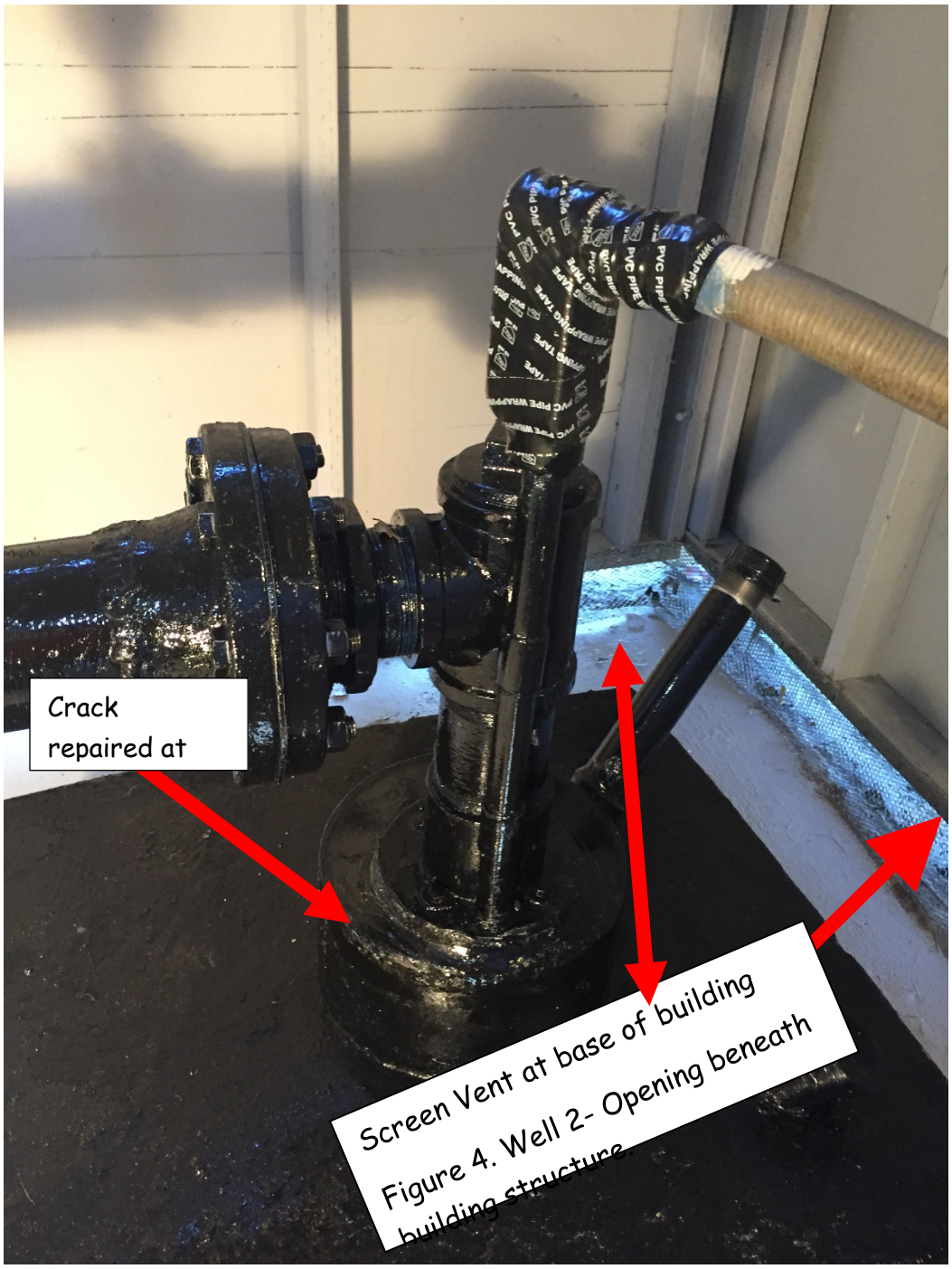
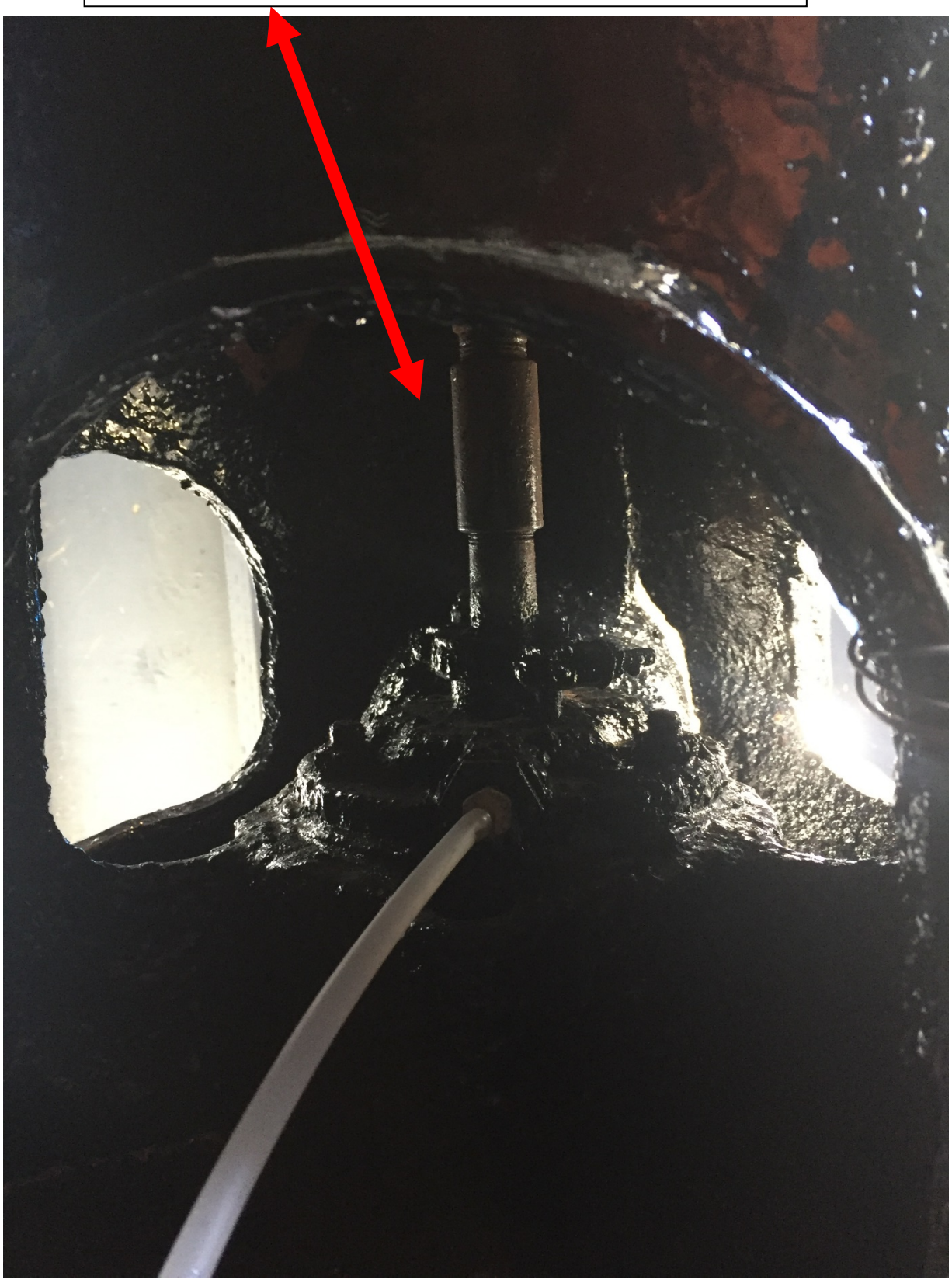


Figure 4. Well 2- Opening beneath building structure

Intact screened vent Figure 5. Loose screens on well building structures. Well pump 2 top of building,

Per your figure 2. Well # 5, rust brushed with wire brush and brushed on rust resistant coating.



Per figure 3. Well 7-rust on above ground

Paint and solvent removed from Building # 2

(your labeling) Figure 6. Well 3 – Chemicals stored next to Well site. *This is, actual Well pump building number 2*

PALO ALTO PARK MUTUAL WATER COMPANY

STATE SYSTEM # 4110020

COMPLAINT FORM

Date: _____ Time: _____

Name of person taken the report_____

Complainer Information (Owner ☐ or Renter ☐ if renter send copy to Property owner)
Name_____, Address _____

Account # _____ Telephone (home)_____(cell)_____

---—-—-COMPLAINTS —-WRITTEN, W, OR VERBAL, V, _____

REASON	COMPLAINTS	MEASURE TAKEN ACTION / RESULTS	POSSIBLE CAUSE	COMMENTS/ NOTES
I. COLOR				
2. TASTE				
3. TURBIDITY				
4. WORMS & OTHER LARGER ORGANISMS				
5. PRESSURE LOW(L)				
6. PRESSURE HIGH (H)				
7. WATER OUTAGE				
8. LEAKS				
9.OTHER				
10. OTHER				

11. METHOD				
12.				
13.				

[File copy of complaint in property account file and the original in complaint book.]

Acct#153405 Shares: 0
LIPOVSKY MARC
2190 OAKWOOD DRIVE
EAST PALO ALTO CA 94303

Palo Alto Park Mutual Water Company
2190 Addison Avenue
East Palo Alto, CA 94303
Tel: 322-6903

Date 3 Nov 2017 Time 1300

- ☐ Came as requested
- ☐ Will call again on ____A.M.__P.M.
- ☐ Please call office
- ☐ Cannot turn (Meter)/Service ON___OFF__
- ☐ Water (Meter)/Service is now ON____ OFF___
- ☐ Bill must be paid before "Turn On"
- ☐ Found leak on _____
- ☐ Repair must be done by your plumber
- ☒ Took sample of water for Color
- ☐ Took pressure reading of _____PSI
- ☐ Please notify if problem recurs
- ☐ Water bill be turned OFF for repairs on _____from_____ to _____
- ☒ Comments:

Sample was Collected and State Notified. The Sample was sent to the lab and the results will be shared with you and the State

Please feel free to contact the PAPMWC with any questions or Concerns

Thank you so very much

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21 November 2017

Mr. Marc Lipovsky
2140 Oakwood Drive
East Palo Alto, CA 94303

Dear Mr. Lipovsky,

This letter provides Palo Alto Park Mutual Water Company's interpretation of laboratory results for color at 2140 Oakwood Drive on November 3, 2017. The lab results show a value of 2 Color Units are dimensionless units. The maximum Contaminate Level (MCL) for Color is set at 15. It is to be noted that this MCL is based on aesthetics and is not a health standard.

Attached are annotated pages from the lab results and State guidelines that provide further explanation.

Sincerely,

Mrs. Katherine J. P. Loudd, Manager

PALO ALTO PARK MUTUAL WATER COMPANY
2190 ADDISON AVENUE
EAST PALO ALTO, CA 94303-1433

COMMUNITY WATER SERVICES SINCE 1924

Mr. Marc Lipovsky
2140 Oakwood Drive
East Palo Alto, CA 94303

McCampbell Analytical, Inc.
"When Quality Counts"
1534 Willow Pass Road, Pittsburg, CA 94565-1701
Toll Free Telephone: (877) 252-9262 / Fax: (925) 252-9269
http://www.mccampbell.com / E-mail: main@mccampbell.com

Analytical Report

Client:	Palo Alto Park Mutual Water Company	**WorkOrder:**	1711145
Date Received:	11/3/17 18:50	**Extraction Method:**	SM2120 B
Date Prepared:	11/3/17	**Analytical Method:**	SM2120 B-2012
Project:	Drinking Water; 2140 Oakwood	**Unit:**	Color Units

Apparent Color (Unfiltered)

Client ID	Lab ID	Matrix	Date Collected	Instrument	Batch ID
2140 Oakwood	1711145-001A	Water	11/03/2017	WetChem	148162

Analytes	Result	RL	DF	Date Analyzed
Apparent Color	2 @ pH 6.6	2.0	1	11/03/2017 21:09

Reporting Limits

Dilution Factor

Analyst(s): PHU

dd

ATTACHMENT 2

Regulated Contaminants with SECONDARY DRINKING WATER STANDARDS [a]

Monitoring Required by Section 64449, Chapter 15, Title 22, California Code of Regulations

Contaminant	Unit Measurement	MCL	Typical Source of Contaminant
Aluminum	ppb	200	Erosion of natural deposits; residual from some surface water treatment processes
Color	Units	15	Naturally-occurring organic materials
Copper	ppm	1.0	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Foaming Agents (MBAS)	ppb	500	Municipal and industrial waste discharges
Iron	ppb	300	Leaching from natural deposits; industrial wastes
Manganese	ppb	50	Leaching from natural deposits
Methyl-tert-butyl ether (MTBE)	ppb	5	Leaking underground storage tanks; discharge from petroleum and chemical factories
Odor--Threshold	Units	3	Naturally-occurring organic materials
Silver	ppb	100	Industrial discharges
Thiobencarb	ppb	1	Runoff/leaching from rice herbicide
Turbidity	Units	5	Soil runoff
Zinc	ppm	5.0	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1000	Runoff/leaching from natural deposits
Specific Conductance	µS/cm	1600	Substances that form ions when in water; seawater influence
Chloride	ppm	500	Runoff/leaching from natural deposits; seawater influence
Sulfate	ppm	500	Runoff/leaching from natural deposits; industrial wastes

(a) There are no PHGs, MCLGs, or mandatory standard health effects language for these constituents because secondary MCLs are set on the basis of aesthetics.

We are looking forward to achieving the goals that PAPMWC has set. Serving "Quality on Tap".

Best regards,

Mrs. Katherine J. P. Loudd, Manager
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