



EDMUND G. BROWN JR.
GOVERNOR



MATTHEW RODRIGUEZ
SECRETARY FOR
ENVIRONMENTAL PROTECTION

State Water Resources Control Board

Division of Drinking Water

August 18, 2016

Mohammed Hussain
Three Brothers Travel Plaza
P.O. Box 3001
Nice, CA 95464

CITATION NO. 02_03_16C_026 FOR PUBLIC WATER SYSTEM #1700725 BACTERIOLOGICAL MAXIMUM CONTAMINANT LEVEL VIOLATION

Enclosed is a citation issued to the Three Brothers Travel Plaza water system (System) by the State Water Resources Control Board, Division of Drinking Water (Division) for failing to comply with the bacteriological maximum contaminant level in June 2016.

Because this is an enforcement action for noncompliance with State regulations, your System will be billed at the Division's hourly rate (currently estimated at \$160.00) for the time spent issuing this citation. You will receive a bill for these fees sent from our Fee Billing Unit in Sacramento later this year.

If you have any questions regarding this matter, please contact Lori Hanson at (707) 576-2604.

Sincerely,

A handwritten signature in blue ink, appearing to read "Sheri K. Miller".

Sheri K. Miller, P.E.
Mendocino District Engineer
Division of Drinking Water

Enclosures

c: Lake County Environmental Health Department
Matt Thibodeaux, Dunken Pumps, 2615 S. Main St., Lakeport, CA 95453

1700725/Compliance File #4
02_03_16C_026-1700725-22/LSH

FELICIA MARCUS, CHAIR | THOMAS HOWARD, EXECUTIVE DIRECTOR

50 D Street, Suite 200, Santa Rosa, CA 95404 | www.waterboards.ca.gov

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STATE OF CALIFORNIA
WATER RESOURCES CONTROL BOARD
DIVISION OF DRINKING WATER

Name of Public Water System: Three Brothers Travel Plaza

Water System No: 1700725

To: Three Brothers Travel Plaza
P.O. Box 3001
Nice, CA 95464

Owners: Mohammed Abid Hussain and Shanaz Hussain

Issued: August 18, 2016

**CITATION FOR NONCOMPLIANCE
WITH TOTAL COLIFORM MAXIMUM CONTAMINANT LEVEL REGULATIONS
JUNE 2016**

The State of California Water Resources Control Board, Division of Drinking Water (Division) hereby issues a citation to the Three Brothers Travel Plaza (System) for failure to comply with Section 64426.1, Title 22, of the California Code of Regulations (CCR).

1 Chapter 4, Article 9, Section 116550 of Part 12 of Division 104 of the California
2 Health and Safety Code (CHSC), authorizes the issuance of a citation for failure to
3 comply with a requirement of Chapter 4 (California Safe Drinking Water Act), or any
4 regulation, standard, permit or order issued thereunder. A copy of the *Applicable*
5 *Statutes and Regulations* is located in Appendix 3, which is attached hereto and
6 incorporated by reference.

8 **STATEMENT OF FACTS**

9 The Three Brothers Travel Plaza collected a routine bacteriological sample on June
10 6, 2016. This sample tested positive for total coliform bacteria and also positive for *E.*
11 *coli*. Four repeat samples were collected on June 9, 2016. One of the repeat
12 samples tested positive for total coliform bacteria and negative for *E. coli*. Two raw
13 well samples were collected on June 7, 2016 and on June 9, 2016. Both well
14 samples tested negative for bacteria.

16 **DETERMINATIONS**

17 The Division has determined that the Three Brothers Travel Plaza water system
18 violated Section 64426.1, Title 22, of the CCR in June 2016. Section 64426.1 states
19 that a water supplier which collects fewer than 40 bacteriological samples a month is
20 in violation of the total coliform maximum contaminant level (MCL) when more than
21 one sample collected during any month is total coliform positive. The Three Brothers
22 Travel Plaza collected five bacteriological samples from the distribution system in
23 June 2016, two of which tested positive for bacteria. Therefore, the System violated
24 the total coliform MCL regulations contained in Section 64426.1, Title 22, of the CCR.

25
26 Under the Federal Revised Total Coliform Rule (rTCR), a water system which
27 exceeds the current Total Coliform MCL must also conduct a Level 1 Assessment.

1 completed assessment must be submitted to the local regulating agency (DDW
2 District Office) within 30 days of the exceedance. Failure to complete the corrective
3 actions will be a violation of the Coliform Treatment Technique in the Federal rTCR.
4

5 **DIRECTIVES**

6 The Three Brothers Travel Plaza is hereby directed to take the following actions:
7

- 8 1. Comply with Section 64426.1, Title 22, of the California Code of Regulations in all
9 future monitoring periods.
10
- 11 2. On or before **August 31, 2016**, notify all persons served by the System of the
12 bacteriological maximum contaminant violation, in conformance with Section
13 64463.4 and Section 64465, Title 22 of the CCR. A copy of these regulatory
14 sections is provided in Appendix 3. The Public Notification Template in Appendix 1
15 shall be used to fulfill this directive. **The corrective actions section and**
16 **contacts section of the template must be completed prior to notification.** The
17 System shall post the notice in conspicuous places throughout the water system.
18 In addition, a second method of notification must be chosen (see Appendix 2 -
19 Compliance Certification). This second method must also be completed no later
20 than **August 31, 2016**.
21
- 22 3. The System shall submit to the Division a completed **Level 1 Assessment** no later
23 than **September 12, 2016**. The Level 1 Assessment form in Appendix 4 shall be
24 used to fulfill this directive. The Level 1 Assessment requires the System to identify
25 a possible cause to the total coliform positive samples and corrective actions
26 taken/needed.
27

1 4. The System shall submit the **Compliance Certification** form, Appendix 2, to the
2 Division no later than **September 12, 2016**. Copies of the two methods of public
3 notification must be attached to the form.

4
5 5. The System is required to collect five routine bacteriological samples during the
6 month following the positive samples. They were due for collection in July 2016. If
7 those five samples have not already been collected in July 2016, then the System
8 must collect them as soon as possible and no later than **August 25, 2016**.

9
10 The Division reserves the right to make such modifications to this Citation, as it deems
11 necessary to protect public health and safety. Such modifications may be issued as
12 amendments to this Citation and shall be effective upon issuance.

13
14 Nothing in this Citation relieves the System of its obligation to meet the requirements
15 of the California Safe Drinking Water Act (CHSC, Division 104, Part 12, Chapter 4,
16 commencing with Section 116270), or any regulation, standard, permit or order issued
17 thereunder.

18
19 All documents required by this Citation shall be submitted to the Division at the
20 following address:

21 State Water Resources Control Board
22 Division of Drinking Water - Mendocino District
23 50 D Street, Suite 200
24 Santa Rosa, CA 95404

25 **PARTIES BOUND**

26 This Citation shall apply to and be binding upon the System, its officers, directors,
27 agents, employees, contractors, successors and assignees.

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SEVERABILITY

The directives of this Citation are severable, and the System shall comply with each and every provision thereof, notwithstanding the effectiveness of any provision.

FURTHER ENFORCEMENT ACTION

Division 104, Part 12, Chapter 4, (commencing with Section 116270) of the California Health and Safety Code authorizes the Division of Drinking Water to: issue additional citations with assessment of penalties if the System continues to fail to correct a violation identified in a citation; take action to suspend or revoke a permit that has been issued to a public water system if the System has violated applicable law or regulations or has failed to comply with orders of the Division; and petition the superior court to take various enforcement measures against a public water system that has failed to comply with orders of the Division. The Division does not waive any further enforcement action by issuance of this citation.



Sheri Miller, P.E.
Mendocino District Engineer
Division of Drinking Water

8-18-16

Date

Certified Mail No.: 70150640000717887614

Appendices (4):

- 1. Public Notification Template
- 2. Compliance Certification
- 3. Applicable Statutes and Regulations
- 4. Positive Total Coliform Bacteria Investigation



1700725/Compliance File #4/02_03_16C_026/LSH

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.

Three Brothers Travel Plaza Had Levels of Bacteria in its Drinking Water Above the Allowed Standard During June 2016

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct the situation. Please share this information with other people who drink this water, especially those who may not have received this notice directly. You can do this by posting this notice in a public place or giving out copies by hand or mail.

What happened?

We routinely monitor our drinking water for contaminants. We took five water samples to test our drinking water for the presence of coliform bacteria during June 2016. Two of our samples showed the presence of total coliform bacteria. The standard is that no more than one sample per month may test positive for bacteria. The positive samples were tested further for fecal coliform. None of the drinking water samples were found to contain fecal coliform. Our water system exceeded the maximum contaminant level allowed for total coliform bacteria, as specified in Section 64426.1, Title 22 of the California Code of Regulations (CCR).

What does this mean?

The State Water Resources Control Board, Division of Drinking Water (Division) sets drinking water standards and has determined that the presence of total coliform bacteria is a possible health concern. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present. Coliforms were found in more drinking water samples than allowed. This was a warning of potential problems and a violation of the regulations.

What should I do?

You do not need to boil your water or take other corrective actions. This is not an emergency. If it had been, you would have been notified immediately.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at (800) 426-4791.

If you have other health concerns related to the consumption of this water, you may wish to consult your doctor.

Has the problem been resolved? What corrective actions have been taken to prevent this violation from occurring in the future?

This notification of the public is being done in compliance with Section 64463.4 and Section 64465, Title 22, of the CCR as a means of keeping the public informed.

Persons wishing more information should contact: _____
(name)

(address)

(phone number)

PUBLIC WATER SYSTEM NO. 1700725

Date: _____

APPENDIX 2 - COMPLIANCE CERTIFICATION

Citation Number : 02_03_16C_026

Name of Water System: Three Brothers Travel Plaza

System Number: 1700725

As required by Section 116450 of the California Health and Safety Code, I certify that the users of the water supplied by this water system were notified of the violations of Title 22, California Code of Regulations. In addition, I certify that the Three Brothers Travel Plaza complied with the directives of this citation as indicated below:

Required Action	Date Completed
Complete Appendix 1, as required in Directive 2 of this citation	
Public Notification – Indicate methods below.	
<input checked="" type="checkbox"/> Post notice in conspicuous locations for 7 days (<u>REQUIRED</u>). Attach photos of posted copies at various locations, state locations and dates of posting;	
<u>AND</u> choose one of the following methods:	
<input type="checkbox"/> Publication in a local newspaper or newsletter (attach copy of newspaper publication or newsletter); OR	
<input type="checkbox"/> Direct delivery of notice to each customer (attach copy of notice); OR	
<input type="checkbox"/> Post notice on the Internet or intranet (provide website page and printout of notice)	

Signature of Water System Representative

Date

**THIS FORM MUST BE COMPLETED AND RETURNED TO THE DIVISION BY September 12, 2016.
ALL COPIES OF PUBLIC NOTICES MUST BE ATTACHED.**

Disclosure: Be advised that Section 116725 and 116730 of the California Health and Safety Code states that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than \$25,000 for each day of violation, or be imprisoned in county jail not to exceed one year, or by both the fine and imprisonment.

APPENDIX 3 - APPLICABLE STATUTES AND REGULATIONS

FOR CITATION NO. 02_03_16C_026

Note: The Department referenced below, formerly the California Department of Public Health, Drinking Water Program, now refers to the State Water Resources Control Board, Division of Drinking Water. The Drinking Water Program moved to the State Water Resources Control Board on July 1, 2014.

Section 116650 of the CHSC states in relevant part:

- (a) If the department determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the department may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.
- (b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.
- (c) A citation may specify a date for elimination or correction of the condition constituting the violation.
- (d) A citation may include the assessment of a penalty as specified in subdivision (e).
- (e) The department may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation.

California Code of Regulations (CCR), Section 64424 states, in relevant part:

(d) If a public water system for which fewer than five routine samples/month are collected has one or more total coliform-positive samples, the water supplier shall collect at least five routine samples the following month. If the supplier stops supplying water during the month after the total coliform-positive(s), at least five samples shall be collected during the first month the system resumes operation. A water supplier may request the Department waive the requirement to collect at least five routine samples the following month, but a waiver will not be granted solely on the basis that all repeat samples are total coliform-negative. To request a waiver, one of the following conditions shall be met:

(1) The Department conducts a site visit before the end of the next month the system provides water to the public to determine whether additional monitoring and/or corrective action is necessary to protect public health.

(2) The Department determines why the sample was total coliform-positive and establishes that the system has corrected the problem or will correct the problem before the end of the next month the system serves water to the public. If a waiver is granted, a system shall collect at least one routine sample before the end of the next month it serves water to the public and use it to determine compliance with §64426.1.

California Code of Regulations (CCR), Section 64426 states, in relevant part:

(a) Any of the following criteria shall indicate a possible significant rise in bacterial count:

(1) A system collecting at least 40 samples per month has a total coliform-positive routine sample followed by two total coliform-positive repeat samples in the repeat sample set;

(2) A system has a sample which is positive for fecal coliform or E. coli; or

(3) A system fails the total coliform Maximum Contaminant Level (MCL) as defined in §64426.1.

(b) When the coliform levels specified in subsection (a) are reached or exceeded, the water supplier shall:

(1) Contact the Department by the end of the day on which the system is notified of the test result or the system determines that it has exceeded the MCL, unless the notification or determination occurs after the Department office is closed, in which case the supplier shall notify the Department within 24 hours; and

(2) Submit to the Department information on the current status of physical works and operating procedures which may have caused the elevated bacteriological findings, or any information on community illness suspected of being waterborne.

This shall include, but not be limited to:

- (A) Current operating procedures that are or could potentially be related to the increase in bacterial count;
- (B) Any interruptions in the treatment process;
- (C) System pressure loss to less than 5 psi;
- (D) Vandalism and/or unauthorized access to facilities;
- (E) Physical evidence indicating bacteriological contamination of facilities;
- (F) Analytical results of any additional samples collected, including source samples;
- (G) Community illness suspected of being waterborne; and
- (H) Records of the investigation and any action taken.

California Code of Regulations (CCR), Section 64426.1 states, in relevant part:

(b) A public water system is in violation of the total coliform MCL [maximum contaminant level] when any of the following occurs:

- (2) For a public water system which collects fewer than 40 samples per month, more than one sample collected during any month is total coliform-positive; or
- (3) Any repeat sample is fecal coliform-positive or E. coli-positive; or
- (4) Any repeat sample following a fecal coliform-positive or E. coli-positive routine sample is total coliform-positive.

California Code of Regulations Section 64463.4 states, in relevant part:

(a) A water system shall give public notice pursuant to this section if any of the following occurs:

(1) Any violation of the MCL, MRDL, and treatment technique requirements, except:

(A) Where a Tier 1 public notice is required under section 64463.1; or

(B) Where the State Board determines that a Tier 1 public notice is required, based on potential health impacts and persistence of the violations

(2) All violations of the monitoring and testing procedure requirements in sections 64421 through 64426.1, article 3 (Primary Standards – Bacteriological Quality), for which the Department determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations;

(3) Other violations of the monitoring and testing procedure requirements in this chapter, and chapters 15.5, 17 and 17.5, for which the Department determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations; or

(4) Failure to comply with the terms and conditions of any variance or exemption in place.

(b) A water system shall give the notice as soon as possible within 30 days after it learns of a violation or occurrence specified in subsection (a), except that the water system may request an extension of up to 60 days for providing the notice. This extension would be subject to the Department's written approval based on the violation or occurrence having been resolved and the Department's determination that public health and welfare would in no way be adversely affected. In addition, the water system shall:

(1) Maintain posted notices in place for as long as the violation or occurrence continues, but in no case less than seven days;

(2) Repeat the notice every three months as long as the violation or occurrence continues. Subject to the Department's written approval based on its determination that public health would in no way be adversely affected, the water system may be allowed to notice less frequently but in no case less than once per year. No allowance for reduced frequency of notice shall be given in the case of a total coliform MCL violation or violation of a Chapter 17 treatment technique requirement; and

(3) For turbidity violations pursuant to sections 64652.5(c)(2) and 64653(c), (d) and (f), as applicable, a water system shall consult with the Department as soon as possible within 24 hours after the water system learns of the violation to determine whether a Tier 1 public notice is required. If consultation does not take place within 24 hours, the water system shall give Tier 1 public notice within 48 hours after learning of the violation.

(c) A water system shall deliver the notice, in a manner designed to reach persons served, within the required time period as follows:

(1) Unless otherwise directed by the Department in writing based on its assessment of the violation or occurrence and the potential for adverse effects

on public health and welfare, **community water systems shall give public notice by:**

(A) **Mail or direct delivery to each customer receiving a bill including those that provide their drinking water to others** (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system; and

(B) **Use of one or more of the following methods to reach persons not likely to be reached by a mailing or direct delivery** (renters, university students, nursing home patients, prison inmates, etc.):

1. Publication in a local newspaper;
2. Posting in conspicuous public places served by the water system, or on the Internet; or
3. Delivery to community organizations.

(2) Unless otherwise directed by the Department in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, **noncommunity water systems shall give the public notice by:**

(A) **Posting in conspicuous locations** throughout the area served by the water system; and

(B) **Using one or more of the following methods to reach persons not likely to be reached by a public posting:**

1. Publication in a local newspaper or newsletter distributed to customers;
2. E-mail message to employees or students;
3. Posting on the Internet or intranet; or
4. Direct delivery to each customer.

California Code of Regulations (CCR), Section 64465 states in relevant part:

(a) Each public notice given pursuant to this article shall contain the following:

- (1) A description of the violation or occurrence, including the contaminant(s) of concern, and (as applicable) the contaminant level(s);
- (2) The date(s) of the violation or occurrence;
- (3) Any potential adverse health effects from the violation or occurrence, including the appropriate standard health effects language from appendices 64465-A through G;
- (4) The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in drinking water;
- (5) Whether alternative water supplies should be used;
- (6) What actions consumers should take, including when they should seek medical help, if known;
- (7) What the water system is doing to correct the violation or occurrence;
- (8) When the water system expects to return to compliance or resolve the occurrence;
- (9) The name, business address, and phone number of the water system owner, operator, or designee of the water system as a source of additional information concerning the public notice;
- (10) A statement to encourage the public notice recipient to distribute the public notice to other persons served, using the following standard language: "Please share this information with all the other people who drink this water, especially those who may not have received this public notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail"; and
- (11) For a water system with a monitoring and testing procedure violation, this language shall be included: "We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [*compliance period dates*], we [*did not monitor or test or did not complete all monitoring or testing*] for [*contaminant(s)*], and therefore, cannot be sure of the quality of your drinking water during that time."

(c) Each public notice given pursuant to this article shall contain information in Spanish regarding the importance of the notice, or contain a telephone number or address where Spanish-speaking residents may contact the water system to obtain a translated copy of the public notice or assistance in Spanish. For each non-English speaking group other than Spanish-speaking that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less, the public notice shall:

(1) Contain information in the appropriate language(s) regarding the importance of the notice, or

(2) Contain a telephone number or address where such residents may contact the water system to obtain a translated copy of the notice or assistance in the appropriate language.

(d) Each public notice given pursuant to this article shall:

(1) Be displayed such that it catches people's attention when printed or posted and be formatted in such a way that the message in the public notice can be understood at the eighth-grade level;

(2) Not contain technical language beyond an eighth-grade level or print smaller than 12 point; and

(3) Not contain language that minimizes or contradicts the information being given in the public notice.