385 North Arrowhead Ave., 2nd Floor, San Bernardino, CA 92415 | Phone: 800.442.2283 Fax: 909.387.4323
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SAN BERNARDINO COUNTY

# Public Health
## Environmental Health Services

**Trudy Raymundo**
Director

**Corwin Porter, MPH, REHS**
Assistant Director

**Maxwell Ohikhuare, M.D.**
Health Officer

**Josh Dugas, REHS**
Division Chief

September 21, 2017

Mr. Kenneth Polson
PO Box 155
Blue Jay, CA 92317

Dear Mr. Polson,

**CITATION NO. 05_66_17C_046_3600602_22**
**ALPINE CAMP AND CONFERENCE (SYSTEM NO. 3600602)**
**TOTAL COLIFORM MAXIMUM CONTAMINANT LEVEL VIOLATION**

Enclosed is Citation No. 05_66_17C_046_3600602_22 issued to the Alpine Camp and Conference public water system.

Any future enforcement actions taken by the Division of Environmental Health Service (Division) regarding this citation will be billed at the Division's current hourly rate of $244.80. Future enforcement actions may include any time spent by the Division due to Alpine Camp and Conference's failure to meet any directives as stated on Citation No. 05_66_17C_046_3600602_22. California Health and Safety Code, Section 116577, provides that a public water system must reimburse the DEHS for actual costs incurred by the DEHS for specified enforcement actions, including but not limited to, preparing, issuing and monitoring compliance with a citation.

Any person or entity who is aggrieved by a citation, order or decision issued by the DEHS under Article 8 (commencing with Health and Safety Code, Section 116625) or Article 9 (commencing with Health and Safety Code, Section 116650), of the Safe Drinking Water Act (Chapter 4, Part 12, Division 104, of the Health and Safety Code) may file a petition with the State Water Board for reconsideration of the citation, order or decision. Appendix 1 to the enclosed citation contains the relevant statutory provisions for filing a petition for reconsideration (Health and Safety Code, Section 116701).

Petitions must be received by the State Board within 30 days of the issuance of the citation, order or decision by the DEHS. The date of issuance is the date when the DEHS mails a copy of the citation, order or decision. If the 30th day falls on a Saturday, Sunday, or state holiday, the petition is due the following business day. Petitions must be received by 5:00 p.m. Information regarding filing petitions may be found at:
http://www.waterboards.ca.gov/drinking_water/programs/petitions/index.shtml

If you have any questions regarding this letter, please contact Belinda Huy at (800) 442-2283.

Sincerely,

Belinda Huy, REHS
Land Use Protection Program
San Bernardino County
Division of Environmental Health Services

Certified Mail: 7001 0360 0003 2174 5472

cc: Eric J. Zúñiga, PE, District Engineer, Division of Drinking Water by email at eric.zuniga@waterboards.ca.gov

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**San Bernardino County**
**Department of Public Health**
**DIVISION OF ENVIRONMENTAL HEALTH SERVICES**

IN RE: Alpine Camp and Conference
415 Club House Dr.
Blue Jay, CA 92317

ATTN: Mr. Kenneth Polson
PO Box 155
Blue Jay, CA 92317

**CITATION NO. 05_66_17C_046_3600602_22**
**FOR VIOLATION OF HEALTH AND SAFETY CODE SECTION 116555(a)(1)**
**AND THE PRIMARY DRINKING WATER STANDARD FOR TOTAL COLIFORM BACTERIA**
**TITLE 22, CALIFORNIA CODE OF REGULATIONS, SECTION 64426.1 (b)(2)**

**Issued September 21, 2017**

The Division of Environmental Health Services (hereinafter "Division"), hereby issues this compliance order (hereinafter "Order") pursuant to Section 116555 of the California Health and Safety Code (hereinafter "CHSC") to the Alpine Camp and Conference (hereinafter "Water System") public water system and its owner of record for violation of CHSC section 116555 (a)(1) and Title 22, California Code of Regulations (hereinafter "CCR"), Section 64426.1 (b)(2).

## APPLICABLE AUTHORITIES

The applicable statutes and regulations are provided in Attachment A, attached hereto and incorporated by reference.

## STATEMENT OF FACTS

The Water System is a Public Water System located in San Bernardino County that supplies water to a transient population through one service connection. The Water System is permitted as a transient noncommunity water system as defined in CHSC, Section 116275 (o). The Water System utilizes three horizontal wells and one vertical well as its sources of supply. Title 22, CCR, Division 4, Chapter 15, Article 4, establishes primary drinking water standards and monitoring and reporting requirements for bacteriological quality. Title 22, CCR, Section 64426.1 (b)(2) states that a public water system collecting fewer than 40 samples per month is in violation of the total coliform maximum contaminant level (MCL) when more than one sample collected during any month are total coliform-positive.

As shown in Table 1, the Water System collected one routine total coliform-positive on 08/24/17. On 08/25/2017, three out of five repeat samples tested total coliform-positive. On 08/28/2017, all five additional repeat samples tested absent for total coliform.

**Table 1: Total Coliform Sample Collections for the month of August 2017**

| Sample Type | Sample Date | No. of Samples Total Coliform-positive | Total No. of Samples Collected |
|---|---|---|---|
| Routine | 08/24/17 | 1 | 1 |
| Repeat | 08/25/17 | 3 | 5 |
| Repeat | 08/28/17 | 0 | 5 |

**DETERMINATIONS**

Based on the above Statement of Facts, the Division has determined that the Water System and its owner of record have violated CHSC, Section 116555 and Title 22 CCR Section 64426.1 (b)(2) in that more than one sample collected during the month of August 2017 were total coliform-positive.

**DIRECTIVES**

The Water System and its owner of record are hereby directed to take the following actions:

1. **On or before September 30, 2017**, collect five routine samples as confirmation that the total coliform bacteriological issue has been resolved.

2. **On or before October 29, 2017**, notify all persons served by the Water System of the violation of Section 64426.1 (b)(2) in conformance with CCR, Title 22, Section 64463.4. Copies of Section 64463.4 are included in Appendix 1. Appendix 2: Notification Template shall be used to fulfill this directive, unless otherwise approved by the Division. The Water System may post the notice in a conspicuous location where it is visible to the public to satisfy this directive.

3. Complete and submit a Level 1 Assessment Form included in Appendix 4: Level 1 Assessment **on or before October 29, 2017**.

4. Complete Appendix 3: Compliance Certification Form. Submit it together with a copy of the laboratory report required by Directive 1 and a copy of the public notification required by Directive 2 to the Division **on or before November 5, 2017**.

All submittals required by this Citation shall be electronically submitted to the Division at the following address. The subject line for all electronic submittals corresponding to this citation shall include the following information: Alpine Camp and Conference Center, 3600602, 05-66-17C-046 and the title of the document being submitted.

Belinda Huy, REHS
Belinda.Huy@dph.sbcounty.gov

Submittals may also be submitted to the Division at the following mailing address.

Division of Environmental Health Services
Attn: Belinda Huy, REHS
385 N. Arrowhead Ave., 2nd Floor
San Bernardino, CA 92415

As used in this Citation, the date of issuance shall be the date of this Citation; and the Date of service shall be the date of service of this Citation, personal or by certified mail, on the Water System.

The Division reserves the right to make such modifications to this Citation and/or to issue such further order(s) as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be deemed effective upon issuance.

Nothing in this Citation relieves Water System or its owner of record of its obligation to meet the requirements of the California SDWA, or any regulation, standard, permit or order issued thereunder.

**PARTIES BOUND**

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

**SEVERABILITY**

The Directives of this Citation are severable , and Water System and its owner of record shall comply with each and every provision hereof, notwithstanding the effectiveness of any other provision.

**FURTHER ENFORCEMENT ACTION**

The California SDWA authorizes the Division to issue a citation with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any regulation, permit, standard, citation, or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation or compliance order. The California SDWA also authorizes the Division to take action to suspend or revoke a permit that has been issued to a public water system if the public water system has violated applicable law or regulations or has failed to comply with an order of the Division. The Division does not waive any further enforcement action by issuance of this Order.

Belinda Huy, REHS
Division of Environmental Health Services
San Bernardino County

Attachments:
Attachment 1: Applicable Authorities
Attachment 2: Tier 2 Public Notification Instructions and Template
Attachment 3: Public Notification Certification of Completion Form
Attachment 4: Level 1 Assessment Form

# APPENDIX 1. APPLICABLE STATUTES AND REGULATIONS FOR

### Violations of Total Coliform MCL

## California Health and Safety Code (CHSC):

**Section 116271 states in relevant part**:
(a) The State Water Resources Control Board succeeds to and is vested with all of the authority, duties, powers, purposes, functions, responsibilities, and jurisdiction of the State Department of Public Health, its predecessors, and its director for purposes of all of the following:

(1) The Environmental Laboratory Accreditation Act (Article 3 (commencing with Section 100825) of Chapter 4 of Part 1 of Division 101).
(2) Article 3 (commencing with Section 106875) of Chapter 4 of Part 1.
(3) Article 1 (commencing with Section 115825) of Chapter 5 of Part 10.
(4) This chapter and the Safe Drinking Water State Revolving Fund Law of 1997 (Chapter 4.5 (commencing with Section 116760)).
(5) Article 2 (commencing with Section 116800), Article 3 (commencing with Section 116825), and Article 4 (commencing with Section 116875) of Chapter 5.
(6) Chapter 7 (commencing with Section 116975).
(7) The Safe Drinking Water, Water Quality and Supply, Flood Control, River and Coastal Protection Bond Act of 2006 (Division 43 (commencing with Section 75001) of the Public Resources Code).
(8) The Water Recycling Law (Chapter 7 (commencing with Section 13500) of Division 7 of the Water Code).
(9) Chapter 7.3 (commencing with Section 13560) of Division 7 of the Water Code.
(10) The California Safe Drinking Water Bond Law of 1976 (Chapter 10.5 (commencing with Section 13850) of Division 7 of the Water Code).
(11) Wholesale Regional Water System Security and Reliability Act (Division 20.5 (commencing with Section 73500) of the Water Code).
(12) Water Security, Clean Drinking Water, Coastal and Beach Protection Act of 2002 (Division 26.5 (commencing with Section 79500) of the Water Code).

(b) The State Water Resources Control Board shall maintain a drinking water program and carry out the duties, responsibilities, and functions described in this section. Statutory reference to “department,” “state department,” or “director” regarding a function transferred to the State Water Resources Control Board shall refer to the State Water Resources Control Board. This section does not impair the authority of a local health officer to enforce this chapter or a county’s election not to enforce this chapter, as provided in Section 116500...

(k) (1) The State Water Resources Control Board shall appoint a deputy director who reports to the executive director to oversee the issuance and enforcement of public water system permits and other duties as appropriate. The deputy director shall have public health expertise.
(2) The deputy director is delegated the State Water Resources Control Board’s authority to provide notice, approve notice content, approve emergency notification plans, and take other action pursuant to Article 5 (commencing with Section 116450), to issue, renew, reissue, revise, amend, or deny any public water system permits pursuant to Article 7 (commencing with Section 116525), to suspend or revoke any public water system permit pursuant to Article 8 (commencing with Section 116625), and to issue citations, assess penalties, or issue orders pursuant to Article 9 (commencing with Section 116650). Decisions and actions of the deputy director taken pursuant to Article 5 (commencing with Section 116450) or Article 7 (commencing with Section 116525) are deemed decisions and actions taken, but are not subject to reconsideration, by the State Water Resources Control Board. Decisions and actions of the deputy director taken pursuant to Article 8 (commencing with Section 116625) and Article 9 (commencing with Section 116650) are deemed decisions and actions taken by the State Water Resources Control Board, but any aggrieved person may petition the State Water Resources Control Board for reconsideration of the decision or action. This subdivision is not a limitation on the State Water Resources Control Board’s authority to delegate any other powers and duties.

**Section 116555 states in relevant part:**
(a) Any person who owns a public water system shall ensure that the system does all of the following:

(1) Complies with primary and secondary drinking water standards.
(2) Will not be subject to backflow under normal operating conditions.
(3) Provides a reliable and adequate supply of pure, wholesome, healthful, and potable water.

**Section 116650 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, Title 22 (CCR):

**Section 64424 (Repeat Sampling) states in relevant part:**

(a) If a routine sample is total coliform-positive, the water supplier shall collect a repeat sample set as described in paragraph (1) within 24 hours of being notified of the positive result. The repeat samples shall all be collected within the same 24 hour time period. A single service connection system may request that the State Board allow the collection of the repeat sample set over a four-day period.
    (1) For a water supplier that normally collects more than one routine sample a month, a repeat sample set shall be at least three samples for each total coliform-positive sample. For a water supplier that normally collects one or fewer samples per month, a repeat sample set shall be at least four samples for each total coliform-positive sample.
    (2) If the water supplier is unable to collect the samples within the 24-hour time period specified in subsection (a) or deliver the samples to the laboratory within 24 hours after collection because of circumstances beyond its control, the water supplier shall notify the State Board within 24 hours. The State Board will then determine how much time the supplier will have to collect the repeat samples.

(b) When collecting the repeat sample set, the water supplier shall collect at least one repeat sample from the sampling tap where the original total coliform-positive sample was taken. Other repeat samples shall be collected within five service connections upstream or downstream of the original site. At least one sample shall be from upstream and one from downstream unless there is no upstream and/or downstream service connection.

(c) If one or more samples in the repeat sample set is total coliform-positive, the water supplier shall collect and have analyzed an additional set of repeat samples as specified in subsections (a) and (b). The supplier shall repeat this process until either no coliforms are detected in one complete repeat sample set or the supplier determines that the MCL for total coliforms specified in Section 64426.1 has been exceeded and notifies the State Board.

(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 State Board 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 State Board 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 State Board 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 Section 64426.1.

**Section 64426.1 [Total Coliform Maximum Contaminant Level (MCL)] states in relevant part:**

(a) Results of all samples collected in a calendar month pursuant to Sections 64423, 64424, and 64425 that are not invalidated by the State Board or the laboratory shall be included in determining compliance with the total coliform MCL. Special purpose samples such as those listed in section 64421(b) and samples collected by the water supplier during special investigations shall not be used to determine compliance with the total coliform MCL.

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

(1) For a public water system which collects at least 40 samples per month, more than 5.0 percent of the samples collected during any month are total coliform-positive; or

(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.

(c) If a public water system is not in compliance with paragraphs (b)(1) through (4), during any month in which it supplies water to the public, the water supplier shall notify the State Board by the end of the business day on which this is determined, unless the determination occurs after the State Board office is closed, in which case the supplier shall notify the State Board within 24 hours of the determination. The water supplier shall also notify the consumers served by the water system. A Tier 2 Public Notice shall be given for violations of paragraph (b)(1) or (2), pursuant to section 64463.4. A Tier 1 Public Notice shall be given for violations of paragraph (b)(3) or (4), pursuant to section 64463.1.

**Section 64463.4 (Tier 2 Public Notice) states**:

(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 State Board 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 State Board 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 State Board's written approval based on the violation or occurrence having been resolved and the State Board'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 State Board'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 State Board 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 State Board 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 State Board 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.

**Section 64465 (Public Notice Content and Format) states in relevant part**:

(a) Each public notice given pursuant to this article, except Tier 3 public notices for variances and exemptions pursuant to subsection (b), 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) A public water system providing notice pursuant to this article shall comply with the following multilingual-related requirements:

(2) For a Tier 2 or Tier 3 public notice:

(A) The notice 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 public water system to obtain a translated copy of the notice or assistance in Spanish; and

(B) When a non-English speaking group other than Spanish-speaking exceeds 1,000 residents or 10 percent of the residents served by the public water system, the notice shall include:

1. Information in the appropriate language(s) regarding the importance of the notice; or
2. A telephone number or address where such residents may contact the public water system to obtain a translated copy of the notice or assistance in the appropriate language; and

(3) For a public water system subject to the Dymally-Alatorre Bilingual Services Act, Chapter 17.5, Division 7, of the Government Code (commencing with section 7290), meeting the requirements of this Article may not ensure compliance with the Dymally-Alatorre Bilingual Services Act.

(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.

**Appendix 64465-D. Health Effects Language Inorganic Contaminants.**

| ***Contaminant*** | ***Health Effects Language*** |
|---|---|
| Total Coliform | 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 samples than allowed and this was a warning of potential problems. |
| Fecal coliform/*E. coli* | Fecal coliforms and *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems. |
| Turbidity | Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. |

**Section 64469 (Reporting Requirements) states in relevant part:**

(d) Within 10 days of giving initial or repeat public notice pursuant to Article 18 of this Chapter, except for notice given under section 64463.7(d), each water system shall submit a certification to the State Board that it has done so, along with a representative copy of each type of public notice given.

**Section 64481 (Content of the Consumer Confidence Report) states in relevant part:**

(g) For the year covered by the report, the Consumer Confidence Report shall note any violations of paragraphs (1) through (7) and give related information, including any potential adverse health effects, and the steps the system has taken to correct the violation.

(1) Monitoring and reporting of compliance data.

## Instructions for Tier 2 Monitoring Violations Notice Template

### Template Attached

Since all violations of the monitoring and testing procedure requirements determined by the Division to have potential health impacts and persistence of the violations are included in Tier 2, you must provide public notice to persons served as soon as practicle but within 30 days after you learn of the violation [California Code of Regulations, Title 22, Chapter 15, Section 64463.7(b)]. Multiple monitoring violations can be serious. **Each water system required to give public notice must submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting, unless otherwise directed by the DDW [64463(b)].**

#### Notification Methods

You must use the methods summarized in the table below to deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

| *If You Are a…* | *You Must Notify Consumers by…* | *…and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method…* |
|---|---|---|
| Community Water System [64463.7(c)(1)] | Mail or direct delivery [(a)] | Publication in a local newspaper |
| | | Posting [(b)] in conspicuous public places served by the water system or on the Internet |
| | | Delivery to community organizations |
| Non-Community Water System [64463.7(c)(2)] | Posting in conspicuous locations throughout the area served by the water system [(b)] | Publication in a local newspaper or newsletter distributed to customers |
| | | Email message to employees or students |
| | | Posting [(b)] on the Internet or intranet |
| | | Direct delivery to each customer |

(a) Notice must be distributed 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.
(b) Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.

The notice attached is appropriate for the methods described above, insertion in an annual notice, or included in the Consumer Confidence Report[1]. However, you may wish to modify it before using it for posting. If you do, you must still include all the required

[1] CCR may be used as long as public notification timing, content, and delivery requirements are met [64463.7(d)].

elements and leave the standard language for monitoring and testing procedure violations and notification language in italics unchanged. This language is mandatory [64465].

You may need to modify the template for a notice for individual monitoring violations. The template presents violations in a table; however, you may write out an explanation for each violation if you wish. For any monitoring violation for volatile organic compounds (VOCs) or other groups, you may list the group name in the table, but you must provide the name of every chemical in the group on the notice (e.g., in a footnote). An example is shown in the table below.

| *Contaminant* | *Required Sampling Frequency* | *Number of Samples Taken* | *When All Samples Should Have Been Taken* | *When Samples Were or Will Be Taken* |
|---|---|---|---|---|
| VOCs [(a)] | 1 sample every 3 years | None | 2002 – 2005 | February 2006 |

(a) Benzene; Carbon Tetrachloride; 1,2-Dichlorobenzene; 1,4-Dichlorobenzene; 1,1-Dichloroethane; 1,2-Dichloroethane; 1,1-Dichloroethylene; cis-1,2-Dichloroethylene; trans-1,2-Dichloroethylene; Dichloromethane; 1,2-Dichloropropane; 1,3-Dichloropropene; Ethylbenzene; Methyl-*tert*-butyl ether; Monochlorobenzene; Styrene; 1,1,2,2-Tetrachloroethane; Tetrachloroethylene; Toluene; 1,2,4-Trichlorobenzene; 1,1,1-Trichloroethane; 1,1,2-Trichloroethane; Trichloroethylene; Trichlorofluoromethane; 1,1,2-Trichloro-1,2,2-Trifluoroethane; Vinyl Chloride; and Xylenes.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time.

***Multilingual Requirement***

The notice must (1) be provided in English, Spanish, and the language spoken by any non-English-speaking group exceeding 10 percent of the persons served by the water system and (2) include a telephone number or address where such individuals may contact the water system for assistance.

If any non-English-speaking group exceeds 1,000 persons served by the water system, but does not exceed 10 percent served, the notice must (1) include information in the appropriate language(s) regarding the importance of the notice and (2) contain the telephone number or address where such individuals may contact the water system to obtain a translated copy of the notice from the water system or assistance in the appropriate language.

***Population Served***

Make sure it is clear who is served by your water system -- you may need to list the areas you serve.

### *Corrective Actions*

In your notice, describe corrective actions you took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. Choose the appropriate language, or develop your own:

- "We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards."
- "We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] was taken. [Describe corrective action; use information from public notice prepared for violating the limit.]"
- "We plan to take the required samples soon, as described in the last column of the table above."

### *After Issuing the Notice*

Send a copy of each type of notice and a certification that you have met all the public notice requirements to the DDW within ten days after you issue the notice [64469(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the DDW sets.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is a good idea to issue a "problem corrected" notice when the violation is resolved.

## 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.

# Alpine Camp and Conference Center
# Has Levels of Coliform Bacteria
# Above the Drinking Water Standard

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 you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took [number] samples to test for the presence of coliform bacteria during [month year]. [Number/percentage] of those samples showed the presence of total coliform bacteria. The standard is that no more than [1 sample per month/5.0 percent of our samples] may do so.

**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. Total coliform bacteria are generally not harmful themselves. C*oliforms are bacteria which 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 samples than allowed and this was a warning of potential problems.*
- Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.** If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.
- 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 U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.

- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

**What happened? What is being done?**

[Describe corrective action]. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this 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.

**Secondary Notification Requirements**

Upon receipt of notification from a person operating a public water system, the following

notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- 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 Alpine Camp and Conference Center.

State Water System ID#: 3600602. Date distributed: _____.

# APPENDIX 3. COMPLIANCE CERTIFICATION

**Citation Number:** 05_66_17C_046_3600602_22

**Name of Water System:** Alpine Camp and Conference Center

**System Number:** 3600602

**Certification**

I certify that the users of the water supplied by this water system were notified of the bacteriological monitoring and reporting violation of California Code of Regulations, Title 22, Section 64426.1 (b)(2) and the required actions listed below were completed.

| Required Action | Date Completed |
|---|---|
| *(Citation Directive 1) Routine total coliform bacteriological samples (5 repeat samples by September 30, 2017)* | |
| *(Citation Directive 2) Public Notification (due October 29, 2017)*<br>*Method(s) Used:*_____ | |
| *(Citation Directive 3) Level 1 Assessment form (due October 29, 2017)* | |

_____ _____

Signature of Water System Representative Date

**Attach a copy of the public notice distributed to the water system's customers with a copy of the laboratory results taken by September 30, 2017.**

**THIS FORM MUST BE COMPLETED AND RETURNED TO THE DIVISION OF ENVIRONMENTAL HEALTH, NO LATER THAN November 5, 2017.**

**Disclosure:** Be advised that the California Health and Safety Code, Sections 116725 and 116730 state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the Safe Drinking Water Act may be liable for, respectively, a civil penalty not to exceed five thousand dollars ($5,000) for each separate violation or, for continuing violations, for each day that violation continues, or be punished by a fine of not more than $25,000 for each day of violation, or by imprisonment in the county jail not to exceed one year, or by both the fine and imprisonment.

# APPENDIX 4. LEVEL 1 ASSESSMENT

## REVISED TOTAL COLIFORM RULE (RTCR) – LEVEL 1 ASSESSMENT
## Simple Systems with a Well and Storage/Pressure Tank and No Treatment

This form is intended to assist public water systems in completing the investigation required by the federal revised Total Coliform Rule (rTCR) [effective April 1, 2016] and may be modified to take into account conditions unique to the water system. **To avoid a violation, an assessment report must be completed and returned to your local regulatory agency no later than 30 days after the trigger date.**

### ADMINISTRATIVE INFORMATION

| | | | |
|---|---|---|---|
| Entity Name:<br><br>PWSID NUMBER: System Type: | Name | System Address & Email | Telephone Number |
| Operator in Responsible Charge (ORC) | | | |
| Person that collected TC samples if different than ORC | | | |
| System Owner | | | |
| Certified Laboratory for Microbiological Analyses | | | |
| Date Investigation Completed: | | | |
| Month(s) of Coliform Treatment Technique Trigger: | | | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

## INVESTIGATION DETAILS

| SOURCE | WELL (name) | WELL (name) | WELL (name) | WELL (name) | COMMENTS (attach additional pages if needed) |
|---|---|---|---|---|---|
| | | | | | |
| 1. Inspect each well head for physical defects and report | | | | | |
| a. Is raw water sample tap upstream from point of disinfection? | | | | | |
| b. Is wellhead vent pipe screened? | | | | | |
| c. Is wellhead seal watertight? | | | | | |
| d. Is well head located in pit or is any piping from the wellhead submerged? | | | | | |
| e. Does the ground surface slope towards well head? | | | | | |
| f. Is there evidence of standing water near the wellhead? | | | | | |
| g. Are there any connections to the raw water piping that could be cross connections? (describe all connections in comments) | | | | | |
| h. Is the wellhead secured to prevent unauthorized access? | | | | | |
| i. How often do you take a raw water total coliform (TC) test? | | | | | |
| j. Provide the date and result of the last TC test at this location | | | | | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

| STORAGE | TANK (name) | TANK (name) | TANK (name) | TANK (name) | COMMENTS |
|---|---|---|---|---|---|
| | | | | | |
| 1. Is each tank locked to prevent unauthorized access? | | | | | |
| 2. Are all vents of each tank screened down-turned to prevent dust and dirt from entering the tank? | | | | | |
| 3. Is the overflow on each tank screened? | | | | | |
| 4. Are there any unsealed openings in the tank such as access doors, water level indicators hatches, etc.? | | | | | |
| 5. Is the roof/cover of the tank sealed and free of any leaks? | | | | | |
| 6. Is the tank above ground or buried? | | | | | |
| a. If buried or partially buried, are there provisions to direct surface water away from the site. | | | | | |
| b. Has the interior of the tank been inspected to identify any sanitary defects, such as root intrusion? | | | | | |
| 7. Does the tank “float” on the distribution system or are there separate inlet and outlet lines? | | | | | |
| 8. What is the **measured** chlorine residual (total/free) of the water exiting the storage tank **today**? | | | | | |
| 9. What is the volume of the storage tank in gallons? | | | | | |
| 10. Is the tank baffled? | | | | | |
| 11. Prior to the TC+ or EC+, what was the previous date item #1-6 were checked and documented? | | | | | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

| PRESSURE TANK | TANK (name) | TANK (name) | TANK (name) | TANK (name) | COMMENTS |
|---|---|---|---|---|---|
| | | | | | |
| 1. What is the volume of the pressure tank? | | | | | |
| 2. What is the age of the pressure tank? | | | | | |
| 3. Is the pressure tank bladder type or air compressor type? | | | | | |
| 4. Did the pressure tank(s) deviate from normal operating pressure? | | | | | |
| 5. Is the compressor pump running more often than normal? | | | | | |
| 6. Is the tank bladder broken and the tank water logged? | | | | | |
| 7. Is the tank(s) damaged, rusty, leaking, or has holes? | | | | | |
| 8. Was there any recent work performed? | | | | | |
| 9. Is the air relief vent (if there is one) on the pressure tank screened and facing downwards? | | | | | |
| 10. Can the inside of the pressure tank be visually inspected thru an inspection port? If so, when was the last time it was inspected? | | | | | |

| DISTRIBUTION SYSTEM | SYSTEM RESPONSES |
|---|---|
| 1. What is the minimum pressure you are maintaining in the distribution system? | |
| 2. Did pressure in the distribution system drop to less than 5 psi prior to experiencing the total coliform positive finding? | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

| DISTRIBUTION SYSTEM | SYSTEM RESPONSES |
|---|---|
| 3. Has the distribution system been worked on within the last week? (service taps, hydrant flushing, main breaks, main extensions, etc.) If yes, provide details. | |
| 4. Are there any signs of excavations near your distribution system not under the direct control of your maintenance staff? | |
| 5. Did you inspect your distribution system to check for mainline leaks? Do you or did you have a mainline leak? | |
| 6. If there was a mainline leak, when was it repaired? | |
| 7. On what date was the distribution system last flushed? | |
| 8. Is there a written flushing procedure you can provide for our review? | |
| 9 Do you have an active cross connection control program? | |
| 10. What is name and phone number of your Cross-Connection Control Program Coordinator? | |
| 11. Have all backflow prevention devices in the distribution system been tested annually and repaired/replaced if they did not pass and retested afterwards? | |
| 12. On what date was the last physical survey of the system done to identify cross-connections? | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

| **SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)** | Routine Site<br><br>TC+ or EC+ | Upstream Site | Downstream Site | 4th Repeat Sample<br><br>(specify) |
|---|---|---|---|---|
| | | | | |
| 1. What is the height of the sample tap above grade? (inches) | | | | |
| 2. Is the sample tap located in an exterior location or is it protected by an enclosure? | | | | |
| 3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)? | | | | |
| 4. Is the sample tap in good condition, free of leaks around the stem or packing? | | | | |
| 5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash? | | | | |
| 6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings. other contaminants or spray irrigation systems) | | | | |
| 7 Is the area around the sample tap free of excessive vegetation or other impediments to sample collection? | | | | |
| 8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.) | | | | |
| 9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site? | | | | |
| 10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time? | | | | |
| 11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny)? | | | | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

| GENERAL OPERATIONS: | Response |
|---|---|
| 1. Has the sampler(s) who collected the samples received training on proper sampling techniques? If yes, please indicate date of last training. | |
| 2. Does the water system have a written sampling procedure and was it followed? | |
| 3. Where there any power outages that affected water system facilities during the 30 days prior to the TC+ or EC + findings? | |
| 4. Were there any main breaks, water outages, or low pressure reported in the service area from which TC+ or EC+ samples were collected? | |
| 5. Does the system have backup power or elevated storage? | |
| 6. During or soon after bacteriological quality problems, did you receive any complaints of any customers' illness suspected of being waterborne? How many? | |
| 7. What were the symptoms of illness if you received complaints about customers being sick? | |

**SUMMARY: Based on the results of your assessment and any other available information, what deficiencies do you believe to have caused the positive total coliform sample(s) within your distribution system?** *(DO NOT LEAVE BLANK)*

| Deficiency # | Deficiency Description |
|---|---|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

# APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

**CORRECTIVE ACTIONS: What actions have you taken to correct the above mentioned deficiencies? If additional time is needed to correct a deficiency, indicate the date that it will be corrected.** *(DO NOT LEAVE BLANK*)

| Deficiency # | Corrective Action | Completion/Proposed Date |
|---|---|---|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |

**CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.**

**NAME:_____ TITLE:_____ DATE: _____**

**Upon review of the Level 1 Assessment Form, the local regulatory agency may require submittal of the following additional information:**

- Sketch of system showing all sources, all treatment and chlorination locations, storage tanks, microbiological sampling sites and general layout of the distribution system including the location of all hazardous connections such as the wastewater treatment facility.
- A set of photographs of the source, pressure tanks, and storage tanks in the system may be submitted if they would show that the contamination is directly related and changes have been made since the last inspection by the local regulatory agency.
- Name, certification level and certificate number of the Operator in Responsible Charge.
- Copy of the last cross connection survey performed that identifies the location of all unprotected cross connections.