



STATE OF IDAHO  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

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C.L. "Butch" Otter, Governor  
John H. Tippetts, Director

September 1, 2017

Mr. Kenneth Fisher  
Senior Representative to the State of Alaska  
US Environmental Protection Agency Region 10  
P.O. Box 20370  
Juneau, AK 99802

Subject: Idaho DEQ Fiscal Year 2017 Annual Report on Capacity Development

Dear Mr. Fisher:

Enclosed is a report on the Idaho Drinking Water Program's capacity development efforts for state fiscal year 2017 (July 1, 2016–June 30, 2017).

The Idaho Department of Environmental Quality continues to support the capacity development program because enhancing the technical, financial, and managerial capabilities of the state's small drinking water systems (97% of the state's public drinking water systems are classified as "small" or "very small") is essential to a safe public water supply.

Sincerely,

A handwritten signature in cursive script that reads "Barbara J. Jones".

Barbara J. Jones  
Drinking Water Program Analyst  
Capacity Development Coordinator, Drinking Water Program

BJ:tg

Enclosures



**2017 Annual  
Capacity Development Implementation Report  
to the  
US Environmental Protection Agency**

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State Fiscal Year 2017  
(July 1, 2016–June 30, 2017)



**State of Idaho  
Department of Environmental Quality**

**September 2017**



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## Introduction

The Idaho Department of Environmental Quality's (DEQ's) Drinking Water Program implements the state's capacity development program. The following annual capacity development implementation report describes capacity development efforts during state fiscal year 2017 (July 1, 2016–June 30, 2017). This report contains all of the required United States Environmental Protection Agency (EPA) reporting elements for the annual state capacity development program implementation report.

Capacity development program accomplishments are funded with set-aside monies from the EPA Capitalization Grant of the Drinking Water State Revolving Fund.

### Idaho's Small Public Water Systems

DEQ continues to provide ongoing technical, financial, and managerial (TFM) training and assistance to owners and operators of the state's small public water systems. Based on EPA's classification of drinking water systems, 97% of Idaho's 1,966 public water systems (PWSs) are classified as "small" or "very small."<sup>1</sup> DEQ's TFM training program is designed primarily to meet the needs of these small or very small systems. Of the 1,966 systems, 1736 are classified as very small, 179 are small, 28 are medium, 22 are large, and 1 is very large.

## 1 Capacity Development Strategy

Infrastructure assets, reliability in operation and management and cost-effective long term sustainability require a sustained and collaborative technical assistance effort. DEQ is responsible for implementing the state's drinking water capacity development strategy. In 1989, the DEQ director appointed the Drinking Water Citizens Advisory Committee (DWAC) to determine the status of Idaho's PWSs and to make recommendations for improving system capacity to deliver safe drinking water to Idaho citizens. In July 2000, the DWAC issued a report listing its findings and recommendations, which helped to establish the state's capacity development strategy.<sup>2</sup> The report of findings is available on request. As a result of the DWAC findings, DEQ published *A Strategy for Improving the Financial, Technical, and Managerial Capacity of Idaho's Public Drinking Water Systems* in July 2000, which guides the state's capacity development program. This report can be found at:

<http://www.deq.idaho.gov/media/60179907/capacity-development-strategy.pdf>

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<sup>1</sup> EPA size classifications for public water systems:

- Very small water systems serve 25–500 people.
- Small water systems serve 501–3,300 people.
- Medium water systems serve 3,301–10,000 people.
- Large water systems serve 10,001–100,000 people.
- Very large water systems serve 100,001+ people.

<sup>2</sup> *Report of Findings: On Improving the Technical, Financial, and Managerial Capacity of Idaho's Public Water Systems*, Drinking Water Citizens Advisory Committee to the Idaho Department of Environmental Quality, July 2000.

## 2 Sanitary Survey

Comprehensive sanitary surveys continue to be a fundamental public health protective tool for assessing, evaluating, and documenting the TFM capacity of PWSs throughout the state. The surveys assist owners and operators in both short-term and long-term planning activities associated with their systems.

These surveys are also used to coordinate activities between DEQ (the primacy agency) and third-party service providers such as the Idaho Rural Water Association (IRWA) and Rural Community Assistance Corporation (RCAC). These collaborative efforts have become increasingly important to leverage limited resources among organizations for the collective benefit of the public.

### Sanitary Survey Procedures

In an effort to maintain consistency and ensure the sanitary survey process is backed by the enforceability of the rule requirements, a standardized sanitary survey (SS) form is utilized to evaluate the status of a public water system and to ensure the protection of public health. During the reporting period, 417 sanitary surveys were completed.

Highlights of the SS form are listed below:

- The SS form incorporates a comprehensive review of a systems technical, financial, and managerial capacity.
- The SS form, which has been developed in Excel, utilizes conditional formatting to automatically identify “significant deficiencies” as red, “deficiencies” as green, and “recommendations” as yellow. This helps the inspector to quickly identify issues that need to be corrected.
- Each question in the SS has an associated SS report statement (see the Sanitary Survey Report Statements section below) that can be placed into a report template for more efficient report generation.
- Each report statement identifies the rule citation to identify the authority for the requirement.

### Online SS Inspection Form

To assist system owners and operators in preparing for their next sanitary survey, the “State of Idaho Public Water System Sanitary Survey” form used by state inspectors is available on DEQ’s website at <http://www.deq.idaho.gov/media/60176938/sanitary-survey-form.xlsx>.

Having this form available online provides increased transparency to the inspection process and enables system owners or operators to collect data in advance that they might not otherwise have available in their daily operations. The SS form also standardizes the nature of the inspection, thereby ensuring all systems are held to the same standard regardless of system location or inspector, and decreases the time necessary to complete the inspection for both the inspector and the water system representative.

Inspectors encourage system operators to conduct self-inspections of their systems with these forms. Using this form has allowed operators to remedy identified deficiencies in advance of the

inspector's arrival at the system. This demonstrates the educational value of the self-inspection process.

### Sanitary Survey Report Statements

SS report statements are standardized statements that assist inspectors in documenting significant deficiencies and making recommendations to correct problems. The six DEQ regional offices and the seven district health departments use the SS report statements to standardize reporting statewide.

### Preliminary Inspection Findings Form

The Preliminary Inspection Findings Form (PIFF) allows sanitary survey inspectors to leave a list of identified deficiencies with system operators so they can begin to correct priority problem areas immediately. At the bottom of the PIFF, a section is provided where operators can request "Free Technical Assistance" from third party service providers. This allows the operator to get help in the following areas: financial management, specialized training, technical assistance, system operation, and source water protection. PIFFs were provided to the following third party service providers:

- **Rural Community Assistance Corporation (RCAC)**
- **Idaho Rural Water Association (IRWA)**

## 3 Operator Training

Continuing education and training opportunities are offered to water systems by a number of different training providers.

**Department of Environmental Quality**—In Idaho, turnover among small system operators is estimated at 10%–15% annually. This frequent turnover contributes to an ongoing loss of institutional knowledge about how systems function. Turnover may also contribute to a lack of continuity in recordkeeping and monitoring. A system's managerial capacity is directly affected when there is a change in operator or manager.

Anticipating the potential adverse impact of turnover, the Idaho Drinking Water Program focuses on web-based resources and training materials available to assist with succession planning. The program continues to educate members of the water industry through DEQ's "Public Water System Switchboard," where water operators can obtain information about various DEQ programs, access state and federal regulations and policies, and download instructional aids. The Switchboard can be accessed at [www.deq.idaho.gov/water-quality/drinking-water/pws-switchboard](http://www.deq.idaho.gov/water-quality/drinking-water/pws-switchboard). This location is intended to be a "one-stop shop" for information for owners and operators. Some of the training information provided on the Switchboard is described below:

- **Training Calendar**—The Switchboard has a link to a comprehensive training calendar. The calendar is populated by trainers with class information as soon as it is available. This calendar provides timely information about training for owners and operators of PWSs.
- **Cross-Connection Control**—A link provides answers to frequently asked questions about cross-connection control. It also explains what a cross-connection is and advises

water purveyors on measures that must be taken to protect their water systems against contamination and pollution from cross-connections.

- **Lead in Drinking Water**—This Switchboard button was significantly enhanced in 2016 to provide links to information and templates regarding lead and copper sampling protocols, lead and copper sample site selection, and consumer notice of lead tap results. Information is available on how to reduce exposure to lead in drinking water.
- **Revised Total Coliform Rule (RTCR) Training**—A link provides access to a free American Water Works Association (AWWA) eLearning course on “Maintaining and Achieving RTCR Compliance for Small Systems.” The Switchboard also links to the DEQ website where detailed rule information for the RTCR can be found.
- **Sanitary Survey Continuing Education Units (CEUs)**—CEUs are provided by DEQ to the operators of systems classified as “Very Small” water systems, “Distribution 1”, and Distribution 2 systems for successfully completing limited pre-inspection “homework” activities, actively participating in the enhanced sanitary survey and follow-up corrective action planning associated with the enhanced sanitary survey. During the reporting period, DEQ issued 51 CEU certificates. Details of this program are available online at the Switchboard by clicking on “Sanitary Survey CEUs.”
- **Sanitary Survey Form**—The “State of Idaho Public Water System Sanitary Survey” form used by DEQ drinking water inspectors is available to system owners and operators for use as a checklist to prepare for their next sanitary survey.
- **“How to Sample” Videos**—The American Water Works Association water sampling procedure videos (via YouTube) demonstrate sampling techniques for various contaminants.
- **Operation and Maintenance (O&M) Training Videos**—The EPA has developed a new webpage titled, “Water & Wastewater Utility Operation and Maintenance Training for Small, Rural Systems” that contains operation and maintenance training modules.

**Idaho Rural Water Association**—DEQ collaborates with IRWA to identify water systems in need of on-site technical assistance. A quarterly “Technical Assistance List and Tracker” is submitted with updates as to the support IRWA provided to Idaho public drinking water systems. For the reporting period, cross connection control plans, asset management plans, operation and maintenance manuals and operator licensure issues were addressed. A listing of the systems IRWA assisted is shown in Attachment 1.

IRWA also offers classes for operators. Available classes and schedules may be accessed at [www.idahoruralwater.com](http://www.idahoruralwater.com) and are displayed on the DEQ training calendar at [www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar](http://www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar).

**Environmental Finance Centers**—The ten national EFCs provide various webinars to help address the financial and managerial training needs of operators in Idaho. Available classes and schedules may be accessed on the EFC website at <http://efc.sog.unc.edu/event/table/allevnts> and are displayed on the DEQ training calendar at [www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar](http://www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar).

**Idaho Bureau of Occupational Licenses (IBOL)**—Additional information on operator training requirements is provided by IBOL at its Idaho Training and Continuing Education Reference Guide website at

<http://ibol.idaho.gov/IBOL/BoardAdditional.aspx?Bureau=WWP&BureauLinkID=130>.

Approval letters provided to new training vendors include a request to populate their training events into the training calendar at

[www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar](http://www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar).

**Rural Community Assistance Corporation**—RCAC provided DEQ with an Idaho implementation plan for its EPA training grant contract titled “Training and Technical Assistance for Small Drinking Water Systems to Achieve and Maintain Compliance through Assessing and Addressing Deficiencies.” Specific assistance to small water systems is shown in Attachment 2.

## 4 Operator Licensing

Each year, DEQ submits a report on the state’s operator licensing program to EPA. The most recent report was completed in August 2017.

For system owners seeking licensed operators, DEQ maintains a website listing of licensed operators who are “available for hire” (i.e., contract operators). Although this tool does not represent an all-inclusive directory of licensed operators in the state, it provides convenience for both operators and public water system owners in need. The list does not constitute an endorsement.

- **System owners can search for contract operators.** If a system owner wants to hire a contract operator to fulfill the utility’s requirements for licensed operators, he or she can visit [www.deq.idaho.gov/water/OpForHire/Search](http://www.deq.idaho.gov/water/OpForHire/Search). The search can be filtered by type of license (e.g., “Drinking Water - Distribution”).
- **Contract operators can list themselves as available for hire.** Operators with a current license who are interested in serving as contract operators can visit [www.deq.idaho.gov/water/OpForHire](http://www.deq.idaho.gov/water/OpForHire) and list themselves as available. This database tool cross-checks with the IBOL database weekly then records and posts operator names only if they are properly licensed. (IBOL is the licensing agency for water and wastewater professional operators in Idaho.) If the listed operator’s license expires, the database tool automatically drops the individual from the list.
- **Operator licensing related to system classification.** To provide a consistent and timely evaluation of treatment and/or distribution classification of water systems, the system classification worksheet was updated in SFY16. The worksheet can be found on the PWS switchboard at <http://www.deq.idaho.gov/water-quality/drinking-water/pws-classification-licensure/system-classifications/>. The worksheet aligns with the Association of Boards of Certification (ABC) evaluation of treatment processes and the potential health risks. The treatment process pairings are identified in the Safe Drinking Water Information System (SDWIS) database to determine the system classification and identify water system licensure requirements.

## 5 Technical, Financial, and Managerial Capacity Reviews for New or Substantially Modified Public Water Systems

States participating in the Drinking Water State Revolving Fund loan program are required by the 1996 amendments to the federal Safe Drinking Water Act to ensure that all new community and nontransient, noncommunity water systems demonstrate adequate TFM capacity (i.e., capabilities) before beginning operation. To fulfill the federal Safe Drinking Water Act requirements, the “Idaho Rules for Public Drinking Water Systems” (IDAPA 58.01.08.500) require that owners of new PWSs demonstrate TFM capacity.

There were 19 new public water systems identified in SFY2017. Of those 19 systems, 10 were classified as transient water systems. Six were non-community non-transient public water systems and four were community water systems, which are listed in Table 1. The systems on this list were newly discovered or existing systems whose population in 2017 met the criteria to be regulated. The systems received various levels of technical and capacity development assistance such as evaluation of their current system, development of sampling plans, finding qualified operators, monitoring requirements, etc.

Table 1. New Community and NTNC public water systems for SFY 2017

ID	NAME	System Type	Active Date
ID1280310	TRAILS END ESTATES	C	11/23/2016
ID1280331	LOST CREEK ESTATES	C	6/19/2017
ID2250145	PACIFIC CABINETS	NTNC	5/17/2017
ID4010265	CS BEEF PACKING	NTNC	5/18/2017
ID4200105	TLK DAIRY	NTNC	8/23/2016
ID5240046	BETTENCOURT DAIRY	NTNC	6/20/2017
ID5240047	BOER DAIRY	NTNC	6/16/2017
ID5420106	BINKY TO BACKPACK DAYCARE	NTNC	11/1/2016
ID7260095	ROUNDY	C	1/1/2017
ID7410048	RIVER MEADOWS	C	4/11/2017

One of the above systems, Roundy, was on the Enforcement Targeting Tool list as an enforcement priority during SFY2017. When the TFM capacity of a newly discovered water system is not demonstrated prior to serving water to the public it can be more difficult to ensure the water system develops and maintains compliance. This can result in taking enforcement actions when necessary. This system was referred for enforcement.

DEQ reviews the TFM aspects of new PWS plans and specifications. A portion of this review is funded by the State Revolving Fund 2% Technical Assistance Set-Aside Grant. In state fiscal year 2017, DEQ’s regional offices completed review of 726 projects related to drinking water capacity. The list of tracked items includes:

- Plan and Specification Review
- Facility Plans

- Preliminary Engineering Report
- O & M Manual
- Well Site Evaluation
- Well Completion Report
- Technical, Financial and Managerial Capacity Documentation

DEQ is continuing efforts to revise the guidance document titled *How to Demonstrate Financial, Technical, and Managerial Capacity in New Public Water Systems*, which describes the elements of water system infrastructure, financing, management, and operations that should be considered to demonstrate to DEQ the TFM capability of new or substantially modified community or nontransient noncommunity PWSs. The guidance is intended to assist new or substantially modified PWSs in developing TFM capacity and thereby ensure the consistent delivery of safe drinking water.

## 6 Proactive Distribution of Information Regarding Capacity Development

To ensure water systems develop and maintain capacity, information is distributed to PWSs by several methods:

### Technical Assistance

**DEQ Regional Office and District Health Department Drinking Water Staff**—One avenue of disseminating information is through drinking water staff in DEQ's six regional offices and the state's seven district health departments. (Idaho's seven district health departments are under contract with DEQ to provide technical assistance to the state's small PWS owners and operators. See section 7.) One-on-one contacts are an effective method of assisting system operators.

**DEQ Regional Operator Workshops**—DEQ's six regional offices recognize the value of local, face-to-face training and hold drinking water workshops in their areas on an as-needed basis for system operators and owners. In 2017, workshop topics focused on asset management, source water protection, monitoring schedules and monitoring waiver applications.

**IRWA Statewide Training**—During the reporting period, DEQ staff in collaboration with the Idaho Rural Water Association, conducted two trainings to operators during the Spring IRWA conference regarding sample site plans and lead/copper sampling.

### Compliance Assistance

In SFY17, resources were directed toward implementation of the Long Term Enhanced Surface Water Treatment Rule (LT2) and implementing the Revised Total Coliform Rule (RTCR). DEQ program staff, through direct mailings, provided monitoring requirements to surface water and ground water under the direct influence of surface water (GWUDI) systems required to monitor under the LT2. For the RTCR, reminders letters and auto-dialer calls were sent to

all seasonal systems to ensure they provided seasonal start-up checklists. Staff performed fifteen level 2 assessments for *E.coli* MCL violations.

Statewide, community and noncommunity nontransient water systems were sent reminders to apply for monitoring waivers. Also, systems that were due for lead/copper monitoring received sampling reminders.

**Public Water System Switchboard**—The Switchboard provides system owners and operators with links to rules, checklists to assist in the preparation of plans and specifications, public notification templates, sanitary survey forms, drinking water system classification requirements, operator licensing, and more. See [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard).

- **Consumer Confidence Reports (CCR)** – The CCR reporting tool links owners and operators to water system sample results and violation history report to assist in preparation of their CCR. Information is provided regarding electronic report delivery and a link to EPA’s CCR iwriter at: <http://www2.deq.idaho.gov/water/ccrtool/MainPage>
- **Disinfection Byproducts (DBP)**—In 2017, a new link was provided to directly access information for the Stage 1 and Stage 2 DBP rule. See <http://www.deq.idaho.gov/water-quality/drinking-water/pws-tips-guidance/disinfection-byproducts/>
- **Lead in Drinking Water**—This link provides resources for the lead and copper rule. The link includes rule information, templates regarding lead and copper sampling protocols, sample site selection, and consumer notifications of lead tap results and public education templates. There is also a link regarding lead in school drinking water, which contains health risk information, free testing information for public schools, and EPA’s 3Ts guidance.
- **Monitoring Schedules**—Water system operators and owners can easily review their current year monitoring requirements with this application. The report also identifies if the monitoring requirement has been satisfied once the sample has been entered into the Safe Drinking Water Information System (SDWIS).
- **Lab Forms**—This application can be used by system operators or owners to produce laboratory request forms. The application uses data in the state drinking water database to identify samples that are due during the current year. See [www2.deq.idaho.gov/water/DWLabForms](http://www2.deq.idaho.gov/water/DWLabForms).
- **Sample Results**—Monitoring results are available online through DEQ’s SDWIS database by using the Sample Results tool at <http://dww.deq.idaho.gov/IDPDWW/>.
- **Record Retention Schedule**—This application provides water system operators and owners with the required retention schedule for all monitoring and reporting records.
- **Revised Total Coliform Rule (RTCR)** —This link provides water system operators and owners access to assessment forms to evaluate potential sanitary defects following a total coliform positive triggering event, seasonal start-up procedures, and sample siting plans. See <http://www.deq.idaho.gov/water-quality/drinking-water/revised-total-coliform-rule/>
- **Drinking Water Program Feedback Form** - To better serve our customers, program staff created a “Drinking Water Program Feedback Form”. This allows the public to identify areas where the Drinking Water Program can provide them better service.

**Autodialer**—DEQ has provided automated telephone and e-mail reminders to owners and operators of PWSs since 2010, to help inform them of upcoming sampling deadlines. This low-cost, high-impact activity has been well received by the operator community and resulted in a 49% reduction in failure-to-monitor violations (*comparing 2007 to 2016*). In 2017, DEQ expanded the calls to include reminders for RTCR seasonal start up procedures and lead consumer notification at homeowner’s taps. The auto-dialer has also been used to notify water systems impacted by a regional power failure of the need to disinfect and flush the system.

## 7 Additional Technical Assistance

Additional help is available to PWS owners and operators through planning grants, contracts with Idaho’s seven health districts, and assistance with specific tasks such as developing consumer confidence reports (CCRs).

### Planning Grants

Planning grants continue to be funded with the capacity development set-aside to assist system owners and operators in preparing the reports and documents necessary to apply for low-interest loans from the State Revolving Fund program. These grants provide significant assistance toward having more PWSs that are located, designed, constructed, maintained, and operated to deliver safe and reliable water to their customers.

### District Health Departments

DEQ contracts with the state’s seven district health departments, listed below, on a biennial basis to provide technical assistance to “very small” water systems.

- Panhandle Health District
- Public Health–Idaho North Central District
- Southwest District Health
- Central District Health Department
- South Central Public Health District
- Southeastern Idaho Public Health
- Eastern Idaho Public Health District

Very small system owners are most challenged by Safe Drinking Water Act requirements because they typically depend on volunteer or part-time operators and have limited financial resources.

### Consumer Confidence Report Assistance

DEQ developed and maintains report templates and instructions for submitting the CCR report and a listing of the most recent calendar year violations and detections for each system on the Switchboard.

This online tool has made the task of preparing the annual report for Idaho’s 738 community water systems easier for DEQ, district health department staff, and the system owners. Feedback

indicates that the online tool is successful because it provides quick access to pertinent instructional documents along with summary data for each system's violations and detections.

System owners who do not have access to a computer or the Internet can contact DEQ to receive hard copies of the CCR templates, instructions, and a listing of the system's violations and detections by mail. The decreasing trend of the number of these requests is expected to continue as more operators become comfortable with accessing their information online.

### **Existing systems needing Capacity Development assistance**

As of July, 2017, the Enforcement Tracking Tool (ETT) list had 78 existing systems on the ETT list. All required and received various assistance actions. The technical assistance provided included one or more of the following:

- Contacting the owner/operator by phone for technical assistance.
- Providing the owner/operator a tutorial of our Public Switchboard: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard) (*Idaho DEQ's hub of all Drinking Water Information: Rules, Monitoring Schedules, Lab Forms, Drinking Water Watch, Training Calendar, etc.*). This allows the operator to obtain information about various DEQ programs, access to state and federal regulations and policies, and downloads of instructional aids.
- Conducting a site visit to evaluate system operations or conduct to conduct RTCR assessments.
- Providing the operator with technical assistance through referral to a third party service provider.
- Providing written correspondence such as for failure to monitor letters, e-mail, etc.
- Taking enforcement actions when necessary.

## **8 Triennial Capacity Development Report to the Governor**

Every three years, DEQ submits a report on the state's capacity development program to the governor of Idaho. The next triennial report is due this year. These reports are available on-line at: <http://www.deq.idaho.gov/water-quality/drinking-water/capacity-development/>.

**ATTACHMENT 1-Technical Assistance Provided to Small Water Systems  
By Idaho Rural Water Association (IRWA)**

**Grant Program 2015-2016: Idaho Rural Water Association (IRWA)**  
**Technical Assistance List and Tracker**  
**(Updated 7/28/2017)**

**Instructions:**

- IRWA should call the identified DEQ/Health District contact.
- The DEQ/Health District will provide IRWA some background information regarding the identified PWS(s) and its operator/owner.
- The DEQ/Health District will contact the PWS owner/operator and let them know that IRWA will be contacting them to arrange technical assistance.
- IRWA will provide technical assistance and report back to the DEQ/Health District as to what technical assistance was provided and the subsequent outcome.
- This document should be updated using track changes and returned to Barbara Jones ([barbara.jones@deq.idaho.gov](mailto:barbara.jones@deq.idaho.gov)).

**Status:** Closed

**Date Added:** 8/21/15

**Date Completed:** 7/7/2017

**DEQ Contact (CRO):** Jim Williamson – 208-769-1422

**PWS #:** ID1400039

**PWS Name:** Murray Water Association, Inc.

**Administrative Contact:** Richard Servatius (AC)

**Phone Number:** 208-682-9391 (home)

**Email:** [notarichman@gmail.com](mailto:notarichman@gmail.com)

**Description:** Murray recently transferred ownership from a private system to an association, and new people are involved with limited technical knowledge of water systems. The water system has reliability issues and a number of deficiencies as indicated in the last sanitary survey. They need assistance with developing and implementing a cross connection control program (this is a current Significant Deficiency with a corrective action plan date of 12/31/15), developing an asset management plan, identifying funding agency eligibility, and selecting an engineer for completing a Facility Plan.

IRWA feels comfortable working with Murray on all aspects mentioned here except the asset management plan (we can't count that type of work on this federal program). IRWA is helping them with reliability issues, sanitary survey issues, cross connection control program, identifying funding agency eligibility, and selecting an engineer for a Facility Plan.

**Progress:** Diane Sauer met with Jim Williamson from the Coeur d'Alene DEQ office on December 10<sup>th</sup> to discuss Murray's needs. Diane and Jim reviewed Murray's most recent Sanitary Survey and discussed a plan of action. Diane has an appointment to meet with Richard Servatius in January of 2016. 1/8/2016 Diane Sauer made an initial visit to Murray Water Association on January 14, 2016. She discussed Murray's Sanitary Survey deficiencies with Richard Servatius and got a feel for where they needed the

most help. At the time of her visit, Murray was experiencing some issues with their pump and also a perceived leak in their distribution system. Diane began the troubleshooting process with them, and returned the following day to follow up with her leak detector. The leak was identified at the park sprinkler system, which had not been blown out or shut off for the winter. The sprinkler system had been turning on every morning despite being covered in snow for months. Diane was also able to identify another leaking shut off valve. Diane sent a follow up email in March to check in with Richard. Unfortunately the water leaks may not be completely resolved until the weather warms up. Diane will continue to work with Murray regarding their Cross Control Program, funding eligibility, and finding an engineer, as well as any other deficiencies. 4/6/2016

Diane Sauer continued to have email contact with Murray Water Association throughout the fourth quarter of this program. The staff at Murray needs very basic system education before they can address many of the items listed in the "Description" above. Diane spoke with Jim at the Coeur D'Alene DEQ office; he is working closely with Murray. Jim extended the deadline for their cross connection control program to July 1<sup>st</sup>; however, Murray may need another deadline extension. Diane has sent them the book *Small Water System Operation and Maintenance* by Ken Kerri, as well as some training materials for their staff to prepare to obtain the necessary licenses. Now that Murray is a public system, IRWA's Circuit Riders can provide them with onsite technical assistance and training as part of their regular system visits. IRWA will continue to work with Murray as they get up to speed. 6/20/2016

After some unsuccessful attempts to reach the system, Adrianna gathered some information from Anna Moody at the Coeur d'Alene DEQ office regarding Murray's progress and status. Murray seems to be doing well and is addressing their issues. They have been approved for a planning grant with DEQ and some RD funding. They have selected an engineer and are working to correct any standing deficiencies. In the future they plan to work with RCAC to have a rate study done. IRWA will continue to reach out to them through the Circuit Rider program for any technical assistance they may need. 7/7/2017

**Status:** Closed

**Date Added:** 2/8/2016

**Date Completed:** 7/26/2017

**DEQ Contact (TRO):** Albert Crawshaw (208) 736-2190

**PWS#:** 5240028

**PWS Name:** City of Wendell

**Designated Operator:** Dan Black

**Phone Number:** (208) 481-1190

**Email:** dblack123@hotmail.com

**Description:** Diane Sauer received this PIFF request on November 13, 2015 from Lindsey Stanton with DEQ. A number of significant deficiencies were identified during Wendell's most recent Sanitary Survey with Albert Crawshaw. Adrianna Hummer attempted to contact Mr. Crawshaw by phone in January and was unable to. 3/7/2016

**Progress:** Adrianna Hummer visited the City of Wendell on January 26, 2016. She was informed that Dan Black was no longer an employee with the City of Wendell. Dan is who worked with Albert Crawshaw during the most recent Sanitary Survey on October 14, 2015. Adrianna attempted to meet with the City

Administrator, Brad Christopherson, but he was unavailable that day. Adrianna sent an email to Brad on March 7, 2016 with the PIFF attached to see what he would like assistance with. She will attempt to contact Albert Crawshaw again. 3/7/2016

Adrianna spoke with Albert Crawshaw on May 3<sup>rd</sup> to obtain an update on Wendell's progress. Albert informed her that the City Administrator has been having serious health problems and as a result they received an extension on fixing some of the Sanitary Survey issues. RCAC helped the City of Wendell fix their cross connection problems, and they are currently working on disconnecting an old storage tank from the system and on properly decommissioning the Monroc Well. IRWA will work with its field staff to ensure someone offers assistance to Wendell on these projects. 5/3/2016

IRWA Circuit Rider Bill Hays visited the City of Wendell in May. He spent about 3 hours at the drinking water system helping Wendell's water operators with various issues, including dismantling a fire hydrant for repairs. Bill will continue to work with the City of Wendell Water Department during his monthly visits to the area. 6/20/2016

IRWA Drinking Water Circuit Rider Bill Hays has met with Brad Christopherson several times over the past year. Brad feels that everything is under control and the significant deficiencies have been addressed. Bill will continue to check in with the City of Wendell during his routine stops. 7/26/2017

**Status:** Closed

**Date Added:** 7/12/2016

**Date Completed:** 10/21/2016

DEQ Contact: Trina Burgin 208-236-6160

PWS Name: City of Lava Hot Springs PWS# 6030030

Designated Operator: **Tony Hobson**

Phone Number: 208-776-5820

Email: lavahotspingscity@gmail.com

Description: IRWA received this PIFF request from Curtis Stoehr on July 1, 2016. Lava Hot Springs needs help creating an Operations and Maintenance Manual for their PWS. They need to have a flow sensor controlling their chemical feed disinfection. They are also looking for financial assistance.

Progress: Circuit Rider Bill Hays visited with Tony Hobson the week of July 5<sup>th</sup>, 2016. Lava Hot Springs is starting a new water project that will remedy their deficiencies with O&M Manual and the flow sensor. Bill will check back regularly with Tony. 10/12/2016

Bill Hays visited with Tony again on November 11, 2016. Everything seems to be going well with their water project and he feels confident they are on track to correct everything. 11/10/16

**Status:** Closed

**Date Added:** PIFF received 8/19/2016

**Date Completed:** 1/19/2017

HD Contact Name: Cassandra Lemmons (208-737-5913)

PWS Numbers/Name: Wayside Estates PWS# 5340022

Location: Twin Falls Region. NE of Heyburn

PWS Contact Name: Ralph Martini (Operator) or Eric Christensen

PWS Contact Phone: 208-431-2913 or 208-431-5620

PWS Contact Email: [ralphmcenviro@gmail.org](mailto:ralphmcenviro@gmail.org)

Type of Technical Assistance needed: They need financial, technical and managerial assistance.

Description: This system is in significant disrepair and has no money to make any repairs. They will need an engineering review and plans and specs for approval. Significant corrosion on wellhead casing, piping, and injector from leaking.

Progress: Adrianna spoke with operator Ralph Martini on 10/14/2016. She obtained contact information for the Board Members and more details on their issues. She will need to meet with the Board Members rather than work with the operators. 10/27/2016

Adrianna began research into Wayside's significant deficiencies and the status of their corporation in early November. She found out there were a number of administrative items that needed to be put in place before Wayside could apply for funding, which was a must. Adrianna had phone conversations with representatives from Rural Development, Public Health, DEQ, the Secretary of State's office, and local engineering firms to line up support for Wayside. On 11/9/2016 Adrianna met with Board President George Brisbin. Adrianna and George discussed the "big picture" for Wayside and also the first few steps they needed to take to get on track. Adrianna explained to George his responsibilities, what was expected of him and the Board, and what would happen next. She also gave him the necessary paperwork to refile for Corporation status so that Wayside would be eligible for funding. She discussed financial record keeping with him and explained some documentation that RD would require. After this meeting Adrianna continued her outreach with the pertinent agencies and added RCAC to the mix.

Adrianna and Ty started collaborating on Wayside. Adrianna was sure to keep Cassandra Lemmons in the appraised of all activities. 11/12/2016

At the request of Cassandra, Adrianna set up a meeting that involved George Brisbin, Ralph Martini, Eric Christensen, Ty Long with RCAC, Mike Woodworth with Mountain Waterworks Engineering, Liz Geiger and Carol Garrison from USDA Rural Development, Cassandra Lemmons with Public Health, and Mike Brown, Steve Lampert, and Bryan Reed from DEQ. This meeting took place on 12/9/2016 and resulted in "kicking off" Wayside's drinking water project. The Board for Wayside had to put in place certain legal framework before making decisions to obtain funding and hire an engineer. Ty Long met with the Board a week following the agency meeting, and they were able to pass 3 resolutions. These included signing RD funding paperwork and hiring Mountain Waterworks to start their planning study, as well as legally establishing a Board of Directors and regular board meetings. The CAS was also prepared by DEQ and things are moving right along. Adrianna and Ty will continue to work with Wayside regarding Board Training and financial record keeping. Future operator diligence is a concern; Mike Woodworth is going to address these concerns when he does the planning study to see if connecting to Heyburn is a more realistic goal than continuing as an independent system. The ball is rolling. 1/5/2017

Adrianna has been in contact with Liz Geiger, Ty Long, Cassandra Lemmons, and Mountain Waterworks regarding the progress of Wayside. They have now obtained their DUNS number for funding. Ty Long has met with the Board and educated them on how to conduct meetings, take minutes, and what their roles and responsibilities are. They adopted 3 resolutions to allow them to apply for funding and make some decisions on behalf of the water system. They are definitely moving in the right direction. The main concern remains long term sustainability and management of this system. The engineer is aware of

their limitations and will hopefully encourage them to take a route that addresses this concern.  
1/19/2017

**Status:** Closed

**Date Added:** PIFF received 8/4/2016

**Date Completed:** 11/15/2016

DEQ Contact Name: Trina Burgin 208-236-6160 [trina.burgin@deq.idaho.gov](mailto:trina.burgin@deq.idaho.gov)

PWS Numbers/Name: City of Paris PWS# 6040022

Location: Pocatello Region. SE Idaho in Bear Lake County - NW of Bear Lake

PWS Contact Name: Brent Lewis (Mayor)

PWS Contact Phone: 208-709-6621

PWS Contact Email: [blewis@dcdi.net](mailto:blewis@dcdi.net)

Type of Technical Assistance needed: Asking for training assistance. No significant deficiencies.

Description: 3 spring sources.

Progress: Adrianna emailed Trina Burgin to get more information on the nature of Paris's needs. Trina did not have any more input to give. Adrianna will contact the Mayor and hopefully the operator in person. 11/1/2016

Drinking Water Circuit Rider Bill Hays met with Mayor Brent Lewis on 11/10/16. He addressed the PIFF request and explained how the IRWA training program works. He shared the online and paper copy of IRWA's training calendar, and showed the Mayor how to look up trainings with IRWA and DEQ. Brent feels comfortable finding training for his operators. 11/15/2016

**Status:** Closed

**Date Added:** PIFF received 8/4/2016

**Date Completed:** 11/10/2016

DEQ Contact Name: Andrew Fellows 208-236-6160 [andrew.fellows@deq.idaho.gov](mailto:andrew.fellows@deq.idaho.gov)

PWS Numbers/Name: City of St Charles PWS# 6040024

Location: Pocatello Region. SE Idaho in Bear Lake County - W of Bear Lake

PWS Contact Name: Don Edghill (operator)

PWS Contact Phone: 208-945-2943 or 208-252-0929

PWS Contact Email:

Type of Technical Assistance needed: Requested assistance on PIFF but no boxes were checked. No significant deficiencies.

Description: 1 spring source.

Progress: Adrianna contacted Andrew Fellows to get more details on the nature of St Charles' needs. Andrew provided Adrianna with a copy of their most recent sanitary survey. St Charles had one significant deficiency and Andrew thought they might want financial assistance to correct it. 11/1/2016  
Bill Hays visited with Don on November 10, 2016. They wanted to know about training opportunities. Bill assisted Don with finding what he needed online. 11/10/16

**Status:** Closed

**Date Added:** PIFF received on 9/9/2016

**Date Completed:** 4/25/2017

**DEQ Contact Name:** Jesse Bennett 208-236-6160 [jesse.bennett@deq.idaho.gov](mailto:jesse.bennett@deq.idaho.gov)

**PWS Numbers/Name:** Bloomington PWS# 604007

**Location:** Pocatello Region. SE Idaho in Bear Lake County - NW of Bear Lake

**PWS Contact Name:** Shawn Turner

**PWS Contact Phone:** 208-766-3451

**PWS Contact Email:** [turnercarpentry@dcdi.net](mailto:turnercarpentry@dcdi.net)

**Type of Technical Assistance needed:** No significant deficiencies. Requested help for operator training.

**Description:**

**Progress:** Adrianna emailed Jesse Bennett on 10/12/2016 to obtain more information on the nature of Bloomington's needs. She also emailed operator Shawn Turner on 10/25/2016 inviting him to attend some operating training in his region and meet to discuss system needs. She has yet to hear back from either Jesse or Shawn. She will visit Shawn in Bloomington when she is next in the area. 11/1/2016 Bill Hays attempted to meet with Shawn on November 10 but was unable to get ahold of anyone. 11/10/16

Shawn Turner has obtained his operator's Drinking Water Distribution 1 license. Bloomington is a VSWS, so Shawn's license is adequate for him to be the responsible in charge operator. 4/25/2017

**Status:** Closed

**Date Added:** 10/25/2016

**Date Completed:** 11/1/2016

**DEQ Contact:** Trina Burgin [trina.burgin@deq.idaho.gov](mailto:trina.burgin@deq.idaho.gov)

**PWS #:** Rose Garden Mobile Home PWS# 6060067

**PWS Contact Name:** Audra Reeves (AC)

**PWS Contact Phone:** (208) 821-8128

**PWS Contact Email:** [audrareeves@ymail.com](mailto:audrareeves@ymail.com)

**Type of Technical Assistance needed:** Managerial, Financial, Technical, Training

**Description:** The water system needs an operator and installation of a check valve to correct the significant deficiencies. They are having some management and financial challenges. The system is a homeowners association and several of the homeowners are retired and a few of others are on hospice care. The water system is, as the operator stated it, going broke.

**Additional contact information:** Utility Board Members

- Ceaser Martinez 398 West 70 North, Blackfoot, ID 83221 PH: 208-380-1441
- Don Kelly 370 West 70 North, Blackfoot, ID 83221 PH: 208-782-3664
- Yvette Gonzales 389 West 70 North Blackfoot, ID 83221 PH: 208-785-0910
- Dennis Hansen 305 North 90 West Blackfoot, ID 83221 PH: 208-785-3715
- Audra Reeves 372 West 70 North. Blackfoot, ID PH: 208-821-8128

Progress: Adrianna spoke with Audra Reeves on 11/1/2016. Audra informed her that he had future meetings schedule with Ty Long of RCAC. Ty will be meeting with the Board on November 17<sup>th</sup> and with the community as a whole on November 18<sup>th</sup>. Adrianna will reach out to Ty to let him know she can play a supporting role as well, but it sounds like RCAC has this one covered. 11/1/2016

**Status:** Closed

**Date Added:** 10/12/2016

**Date Completed:** 1/19/2017

DEQ Contact Name: Elizabeth Braker

PWS Numbers/ Name: City of Winchester PWS# 2310007

PWS Contact Name: Mike Haight

PWS Contact Phone: 208-7916748 (cell)

PWS Contact Email: [winchcty@connectwireless.us](mailto:winchcty@connectwireless.us)

Type of Technical Assistance needed: Iron/sulfur bacteria

Description: DEQ has received complaints regarding the smell/taste of the water. The operator said he has been in contact with the Circuit Rider to ask how other systems handle aesthetic issues. I would request that customer service (how to better deal with upset customers), possible available government funds for treatment and/or providing customers with information regarding point-of-use filters be provided.

Progress: Barbi Burke spoke with Mike Haight regarding the taste and odor issues his customers were facing and what sort of solution or assistance he would like. Barbi shared the conversation with Adrianna and they created a custom brochure for the City of Winchester regarding taste and odor problems in drinking water. The brochure primarily addressed hydrogen sulfide issues resulting from natural sources and home plumbing (such as water heater). Various treatment options were discussed, and customers were given places to go for further information. Barbi also printed out brochures on taste and odor from the Idaho Health District website. She will be bringing the brochures to Winchester. 11/1/2016

Barbi visited the City of Winchester on November 14<sup>th</sup>, 2016 from 1:00 pm to 3:30 pm. She delivered the brochures and discussed water taste and odor issues and solutions. She also brought material for the City of Winchester to look into starting a website. The website would help them educate their residents in a more modern and timely manner. 1/19/2017

**Status:** Closed

**Date Added:** 10/12/2016

**Date Completed:** 6/1/2017

DEQ Contact Name: Elizabeth Braker

PWS Name: USFS Laird Park Campground PWS# 2290052

Location: Latah County; east of Potlatch, north of Deary. Take HWY 6, turn onto NF 447/Palouse River Rd

PWS Contact Name: Travis Mechling

PWS Contact Phone: 208-476-8210

PWS Contact Email: [tmechling@fs.fed.us](mailto:tmechling@fs.fed.us)

Type of Technical Assistance needed: Technical Capacity Development, Leak Detection and Rule Education, RTCR.

Description: Identifying a leak in a vault (part of distribution system) that lead to a Level 2 Assessment/E. Coli contaminated sample in September 2016. A possible cause may be a leak in the storage tank is

raising the water table and causing the vault to flood. The POC at the time, Adam McLowery, stated he would like to know more about how to have a storage tank inspected.

Progress: Field staff member Tui Anderson has reached out to Laird Park multiple times. He has been unable to contact anyone but will try to stop by in February when he is in the area. 1/19/2017  
Adrianna corresponded with Travis via email about Laird Park's issues. Travis informed her that they believe the source of the contamination was a bad seal on the reservoir lid that allowed insects and bacteria into the tank. The seal has been fixed and they feel they have no further issues at this time. 6/25/2017

**Status:** Closed

**Date Added:** 10/12/2016

**Date Completed:** 2/28/2017

HD Contact Name: Sherise Jurries

PWS Name: Lewiston Roundup PWS# 2350016

Region/Location: Lewiston Region. Southeast of the City of Lewiston, Nez Perce County.

PWS Contact Name: Doug Bly

PWS Contact Phone: 509-552-6212

PWS Contact Email:

Type of Technical Assistance needed: Chronic Total Coliform Issues

Description: DEQ listed contact is Bobby Hawk. Listed as Operator and Sampler. Repeated coliform and E. coli violations 2016, 2015, 2014, 2012....

Progress: Field staff member Tui Anderson will be working with Lewiston Roundup to address their issues. He has set up a meeting with them for February 16<sup>th</sup>, 2017. 1/19/2017

On February 16, 2017 Mr. Tui Anderson visited with Mr. Eric Hasenoehrl with the Lewiston Round-up. Mr. Anderson and Mr. Hasenoehrl toured the system. The Lewiston Round-up has been experiencing numerous positive coliform samples. Mr. Anderson recommended fencing their primary well to prevent livestock within the exclusion zone. Mr. Anderson provided guidance on proper flushing techniques, utilizing proper disinfection when performing maintenance tasks on the system and considering a chlorine shock to the system and flush. IRWA staff will follow up in about 6 months. 2/28/2017

**Status:** Closed

**Date Added:** 10/12/2016

**Date Completed:** 2/28/2017

HD Contact Name: Jami Delmore

PWS Name: Goose Creek Rentals PWS# 3020007

Region/Location: Boise Region. East of New Meadows next to the road that goes to Packer John's Cabin

PWS Contact Name: Parker Arrien (owner)

PWS Contact Phone: 208-630-4364

PWS Contact Email:

Type of Technical Assistance needed: Line location and source protection.

Description: Sanitary seal needed for Well #1. Atmospheric vacuum breaker needed for pump house. Well #1 has a very shallow water table (21 feet). Surface seal on this well is questionable to even exist.

Very old well with loose fitting lid and handmade cap. High possibility of contamination; easily accessible to anyone. Line location is the biggest concern to the new owners.

Progress: Adrianna spoke with Jami Delmore about Goose Creek Rentals via email from September 30<sup>th</sup> through October 5<sup>th</sup>. Their conversation helped Adrianna gather more insight and details regarding the type of assistance they will need. Tui Anderson, IRWA's leak detection and line location specialist, will be visiting them on February 13<sup>th</sup> to troubleshoot. 1/19/2017

On February 13, 2017 Mr. Tui Anderson visited Goose Creek Rentals in Meadows, Idaho and visited with Mr. Arrien. Parker Arrien is a new owner of Goose Creek Rentals and is also new to managing a water system. Mr. Anderson and Mr. Arrien walked around the property and surveyed the system. Tui Anderson ensured that Mr. Arrien knew what he had to do regarding the sanitary seal for Well #1 and the AVB for the pump house. Mr. Anderson also discussed some ways to improve the system including how to locate water lines, securing and protecting the well and pumping infrastructure, the importance of measuring the amount of water pumped, and how to protect lines from freezing. Mr. Arrien has plans in place to fix the deficiencies on his sanitary survey and to remove the loose fitting cap on the well and replace it with something sturdier. He also plans to invest in some protective fencing and plans to rent line locating equipment from IRWA once the snow melts. 2/28/2017

**Status:** Closed

**Date Added:** PIFF received 8/19/2016

**Date Completed:** 6/1/2017

DEQ Contact Name: Justin Walker 208-799-4370 justin.walker@deq.idaho.gov

PWS Name: Country Court PWS# 2250014

Region/Location: Lewiston Region. West of Grangeville right off HWY 95

PWS Contact Name: Sandra Einiers: Owner

PWS Contact Phone: 503-314-2855

PWS Contact Email: evergreensuites@outlook.com

Type of Technical Assistance needed: All

Description: Need a means to provide chlorination based on water flow. Need a means to flush dead end main lines. Need a smooth nose sample tap after treatment but before distribution. Need to tighten well bolts.

Progress: IRWA field staff member Tui Anderson spoke with Justin Walker on 11/15/2016 regarding Country Court. Justin informed Tui that Country Court was currently working on correcting their issues and that it was a low priority at this time. IRWA will check back with Justin and with Sandra in a few months. 11/15/2016

Adrianna Hummer sent Justin Walker an email about Country Court on 4/5/2017 to see if they still needed any help with the above mentioned items. Justin informed Adrianna that DEQ had just received specs for providing chlorination based on flow and that all other issues had been resolved except the means to flush dead end lines. IRWA will check in with Country Court on that issue. 4/6/2017

Adrianna sent Sandra an email to check on the status of their issues. Sandra informed Adrianna that everything from the sanitary survey had been resolved as of 6/1/2017.

**Status:** Closed

**Date Added:** 5/3/2016

**Date Completed:** 8/24/2016

DEQ Contact: Albert Crawshaw 208-736-2190

PWS Name: City of Shoshone PWS#: 5320006

Designated Operator: **John Peyman**

Phone Number: (208) 308-2502

Email: [maintenance@shoshonecity.com](mailto:maintenance@shoshonecity.com)

Description: IRWA received this PIFF request from Curtis Stoehr on April 8, 2016. A number of significant deficiencies were identified in Shoshone's recent Sanitary Survey.

Progress: Adrianna spoke with Albert Crawshaw on May 3<sup>rd</sup> regarding Shoshone's deficiencies. She relayed the information and the PIFF request to IRWA Circuit Rider Bill Hays, who was anticipating an upcoming visit to the area.

IRWA Circuit Rider Bill Hays visited the City of Shoshone in May. He spent about 3 hours at the drinking water system working with Water Operators John Peyman and Aaron Aggeler. Bill obtained a copy of their recent Sanitary Survey; there were some additional items needing attention that were not included in the PIFF. Bill made plans to follow up with John and Aaron on the Sanitary Survey deficiencies. He will continue to work with the City of Shoshone Water Department during his monthly visits to the area.  
6/20/2016

Bill met with John Peyman again on 8/24/2016. He spent over two hours reviewing what they had already fixed from their sanitary survey and what still needed to be addressed. He gave advice on how to correct the remaining deficiencies. Bill will continue to check in with the City of Shoshone but feels they are well equipped to maintain compliance moving forward. 11/1/2016

**Status:** Closed

**Date Added:** 7/12/2016

**Date Completed:** 10/27/2016

Health District Contact (PHD5): Cassandra Lemmons 208-737-5913

PWS Name: Gannett HOA PWS# 5070086

Designated Operator: Robert Seely

Phone Number: 208-720-4826

Email: [idahoseelys@gmail.com](mailto:idahoseelys@gmail.com)

Description: IRWA received this PIFF request from Curtis Stoehr on July 1, 2016. Gannett HOA has yet to create a written sampling site plan for the RTCR. Gannett also needs to work on its Cross Connection Control Program. Smooth nosed taps are not being used at sampling locations, and the pump house roof leaks. General financial and training assistance was also requested.

Progress: Adrianna Hummer forwarded the PIFF request to IRWA Circuit Rider Bill Hays on July 5, 2016. Bill will attempt to meet with Bob Seely the week of July 18<sup>th</sup> to address the PIFF deficiencies. Bill is familiar with sampling site plans and can help Gannett get theirs completed. He can also provide

everything needed for a Cross Connection Control Plan that meets IDAPA standards. Adrianna will make contact with Cassandra to get more information as needed. 6/20/2016

Drinking Water Circuit Rider Bill Hays visited Gannett HOA on 10/26/2016. He provided Robert Seely with everything he needs to create his sampling site plan for the RTCR and a cross connection control plan. He also pointed out a pressure relief valve that was not properly connected to the drinking water system and helped Robert fix it. Bill will continue to make regular visit with Gannett HOA when he is in the area. 10/27/2016

**Status:** Closed

**Date Added:** Referral received from Justin Walker on 11/15/2016

**Date Completed:** 2/28/2017

DEQ Contact Name: Justin Walker 208-799-4370 justin.walker@deq.idaho.gov

PWS Numbers/Name: New Hope PWS# 2180023

Region/Location: Lewiston Region. West of Orofino.

PWS Contact Name: Steve Laws, Ahsahka water system

PWS Contact Phone:

PWS Contact Email: [stevelaws@clearwaterrealty.com](mailto:stevelaws@clearwaterrealty.com)

Type of Technical Assistance needed: Need assistance with disinfection byproducts. The most recent test showed an HAA5 of 71.7. The MCL is 60.

Description: This was a verbal request from Justin Walker at the Lewiston DEQ.

Progress: This system was given to field staff member Tui Anderson on January 3<sup>rd</sup>, 2017. Tui has plans to meet with New Hope and Ashahka staff on February 16<sup>th</sup>, 2017. 1/19/2017

On February 16, 2017 Mr. Tui Anderson visited with Mr. Steve Laws with New Hope. Two of New Hope's samples tested in 2016 for disinfection by-products (DBP) were in exceedance of the MCL for HAA5. TTHM levels were not in MCL exceedance, however they were not far from the MCL. New Hope receives water from the neighboring community of Ahsahka. Ahsahka treats surface water from the North Fork of the Clearwater River. Mr. Anderson toured the system with Mr. Laws and gave tank mixing recommendations and discussed other ways to reduce water age in the system. Mr. Anderson also recommended trying to get Ahsahka to reduce the chlorine dosage. New Hope is in a difficult situation as they have little control over their source water and it is a small and spread out system. 2/28/2017

**Status:** Open (Kevin)

**Date Added:** Referral received from Barbara Jones on 12/2/2016

**Date Completed:**

DEQ Contact Name: Elizabeth Braker 208-799-4370

PWS Name: Waha Glenn Water District PWS# 2350030

Region/Location: south of Lewiston, Nez Perce County

PWS Contact Name: Pete Gurtensen

PWS Contact Phone: 743-1615

PWS Contact Email: [wahapete@hughes.net](mailto:wahapete@hughes.net)

Type of Technical Assistance needed: O&M, public health/source water protection, emergency planning.

Description: Waha Glenn had a number of deficiencies listed on their most recent Sanitary Survey. Items included an AVB on a threaded tap, a mesh screw on the storage tank, and needing an RTCR sampling site plan and cross connection plan.

Progress: Adrianna Hummer spoke with Pete Gurtensen on the phone on March 27, 2017. Pete had already taken care of all the significant deficiencies from the sanitary survey. However, a potential violation pending review was still a concern for Waha Glenn. The storage reservoir has a metal covering that is rusted out. This is a potential contamination problem that the system has been unsure on how to fix. Another issue that Pete mentioned was that their well head is located in a pit below ground, causing it to be susceptible to flooding and other contamination sources. Pete mentioned all their money at this time was going towards fixing the well pump. Adrianna sent Pete some information on funding resources, such as Rural Development and other small grant and loan programs. IRWA Drinking Water Circuit Rider Kevin McLeod will set up a meeting with Pete for this week to stop and see the storage tank cover and discuss possible options for repair. 3/27/2017

Kevin and Pete have had another phone conversation but have yet to be able to connect in person. Kevin is hoping to touch base with Pete at the system in May. 5/2/2017

Kevin attempted to make contact with Pete while he was in the Lewiston area in mid-June. He was unable to reach anyone at the water system, but will continue to reach out and provide assistance over the phone and hopefully in person. 6/25/2017

Kevin has plans to visit Waha Glen the week of August 7<sup>th</sup>. 7/28/2017

**Status:** Unresponsive

**Date Added:** Referral received from Cassandra Lemmons on 12/30/2016

**Date Completed:** 1/30/2017

PHD Contact Name: Cassandra Lemmons 208-737-5913 [clemmons@phd5.idaho.gov](mailto:clemmons@phd5.idaho.gov)

PWS Numbers/Name: Sunset Mobile Home Park PWS# 5320009

Region/Location: Shoshone, Lincoln County

PWS Contact Name: Trevor Ware

PWS Contact Phone: 208-308-3337

PWS Contact Email: waretrevor@me.com

Type of Technical Assistance needed: Distribution system.

Description: Need smooth nosed sample tap, pressure gauge, sampling site plan, and cross connection control plan. Boxes checked for assistance in training, financial, technical assistance, and source water protection.

Progress: Adrianna spoke with Circuit Rider Bill Hays about visiting this system on 1/3/2017. She also spoke with Cassandra Lemmons on their issues and Cassandra's recommended course of action. Cassandra feels that the owner of Sunset Mobile Home has the financial resources to address their issues on his own, which makes this somewhat of a low priority. Additionally, since this is a private system, IRWA circuit riders cannot get credit for assisting them on their Rural Development programs. However Adrianna is available to help; she called Trevor Ware on 1/4/2017 and offered her services; he did not answer so she left a voicemail. 1/4/2017

Adrianna sent Trevor an email offering her services on January 19<sup>th</sup>, 2017. She has not heard back. 1/30/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 12/9/2016

**Date Completed:** 4/18/2017

**PHD Contact Name:** Cassandra Lemmons 208-737-5913 clemmons@phd5.idaho.gov

**PWS Numbers/Name:** Binky to Backpack Daycare PWS# 5420106

**Region/Location:** 21391 US-30, Twin Falls, ID 83301

**PWS Contact Name:** Annette Spaulding (Owner)

**PWS Contact Phone:** 208-731-1247 business phone: (208) 944-0524

**PWS Contact Email:**

**Type of Technical Assistance needed:** Capacity Development

**Description:** New PWS that needs a licensed operator. No isolation valve on pressure tank. Well and tank are in a pit. Need to start backflow testing annually. Circuit riders cannot visit because it is private.

**Progress:** Adrianna spoke with Cassandra Lemmons in person on December 9<sup>th</sup>, 2016 about Binky to Backpack. After finding out the details, Adrianna referred this system to field staff Melinda Harper on 1/3/2017. Melinda was able to visit with Annette Spaulding on January 17<sup>th</sup>, 2017. Melinda spent a good amount of time advising Annette on how to search for an operator, what she can expect from them, the nature of the regulations she would be facing, etc. Melinda is going to send Annette some material to help her with the management of her system, some information on source water protection and contaminants, public drinking water systems, and even some educational material for the day care parents/customers. She will follow up in a few weeks to see if Annette has hired an operator. 1/19/2017

Melinda Norris followed up with Binky to Backpack on April 14, 2017 via phone call. She spoke with an employee. Annette is in the hospital having chemotherapy and it sounded like nobody would be around for a little while. However, a licensed operator has been hired for the system. This is a good step for them. Melinda will continue to check in. 4/18/2017

**Status:** Unresponsive

**Date Added:** Referral received from Barbara Jones on 12/9/2016

**Date Completed:** 3/27/2017

**PHD Contact Name:** Sherise Jurries 208-799-0355 sjurries@phd2.idaho.gov

**PWS Numbers/Name:** Canyon Inn PWS# 2350002

**Region/Location:** 20289 Big Canyon Rd, Peck, ID 83545

**PWS Contact Name:** Penny Deyo

**PWS Contact Phone:** 208-486-6402

**PWS Contact Email:** canyoninnbarandgrill@yahoo.com

**Type of Technical Assistance needed:** Rule Education

**Description:** Need to complete a RTRC sampling site plan.

**Progress:** Adrianna Hummer left a message for Penny on 1/31/2017 regarding the sampling site plan. Adrianna sent a copy of the pdf used by DEQ for sampling site plans to the email address given in the PIFF and offered to explain how to fill it out and how to identify good places to take the sample. She also included in the email a link to the sampling videos posted on DEQ's Public Water System Switchboard. Adrianna will check in with Canyon Inn again shortly if she doesn't here back. 1/31/2017

Repeated attempt to contact Canyon Inn have been unfruitful. 3/27/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 11/27/2016

**Date Completed:** 1/19/2017

DEQ Contact Name: Stephen Lampert 208-736-2190

PWS Numbers/Name: City of Kimberly

Region/Location: East of Twin Falls

PWS Contact Name: Kevan Hafer

PWS Contact Phone: 208-423-4151 ext 15

PWS Contact Email: khafer@cityofkimberly.org

Type of Technical Assistance needed:

Description: Requested information on emergency response. Some deficiencies in recent Sanitary Survey.

Progress: Barbi visited with Kevan Hafer on December 1<sup>st</sup>, 2016. She brought him information on joining the IdWARN network of emergency responders. Kevan expressed that he was not aware of what the PIFF requests meant and the boxes were checked some accidentally. Kimberly is a competent system and has no serious issues with compliance. 1/19/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 12/30/2016

**Date Completed:** 1/31/2017

DEQ Contact Name: Stephen Lampert 208-736-2190

PWS Numbers/Name: Southwest Idaho Treatment Center PWS# 3140115

Region/Location: Nampa, Franklin Rd exit near sugar factory

PWS Contact Name: Brian Mohr

PWS Contact Phone: 208-559-1344

PWS Contact Email: mohr@dhw.idaho.gov

Type of Technical Assistance needed: Checked boxes for training, technical assistance, and system operation.

Description: No significant deficiencies. Request for information and on-site assistance.

Progress: Adrianna called Brian Mohr on January 31, 2017. She asked him what he would like assistance with and explained the checked boxes on the PIFF form. He said he had received IRWA's training calendar in the mail and was planning to take some classes this year. Adrianna explained the types of technical assistance that IRWA could provide for his PWS. Brian said he was alright at this time and that he did not need any assistance but will keep IRWA in mind in the future. 1/31/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 11/27/2016

**Date Completed:** 4/5/2017

PHD Contact Name: Carolee Cooper

PWS Numbers/Name: Cedar Point Subdivision

Region/Location: Between Shelley and Basalt on Hwy 91

PWS Contact Name: Gary (cannot read last name)

PWS Contact Phone: 208-604-4232

PWS Contact Email: gla0261@msn.com

Type of Technical Assistance needed: Operations and Maintenance.

Description: Cedar Point Needs to create an Operations and Maintenance Manual. They also need to provide auxiliary power for their public water system. A box was checked for financial assistance on the PIFF form.

Progress: This request was referred to Tui Anderson. Tui will be traveling through the area the week of March 27<sup>th</sup> and will try to set up a meeting at Cedar Point. 3/27/2017

Tui Anderson spoke on the phone with Gary from Cedar Point Subdivision when he was in the area during the week of March 27<sup>th</sup> through 31<sup>st</sup>. At this time Gary does not feel like he needs any assistance. He feels he has his power issues under control and has received direction on the O & M manual as well as financial direction. Tui encouraged Gary to contact IRWA in the future with any needs. Bill Hays also reached out to Gary on the phone and was informed all their needs were being met at this time.

4/5/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 2/24/2017

**Date Completed:** 3/10/2017

DEQ Contact Name: Elizabeth Braker

PWS Numbers/Name: Peck Water System

Region/Location: Between Orofino and Lewiston, off HWY 12

PWS Contact Name: Amber Brooks

PWS Contact Phone: 208-486-6202

PWS Contact Email: amberb6202@frontier.com

Type of Technical Assistance needed: Financial and Technical Assistance.

Progress: Adrianna Hummer spoke with Amber on the phone on 3/8/2017 regarding the PIFF request. Amber informed Adrianna that she was in the process of getting the seal replaced for their storage tank. In regards to the other requests on the PIFF form, Amber said the main item Peck needed was a rate study. Adrianna discussed different options for this with Amber. However, Peck has received numerous rate studies from IRWA in the past with no action on the part of the system. Amber understands that her system needs to raise the rates to stay on top of infrastructure repairs; however, she is having trouble convincing the decision makers to comply. Peck has had numerous water leaks in the past but at this time they are doing alright in that department. Adrianna advised Amber on how to proceed with the water rate analysis and Amber will be working on that. 3/10/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 3/3/2017

**Date Completed:** 7/18/2017

PHD Contact: Jami Delmore

PWS Numbers/Name: Magnum Heights PWS#3140068

Location: East side of Lake Lowell

PWS Contact Name: Patrick Calley

PWS Contact Phone: 208-860-4071

PWS email: [patrickcalley@msn.com](mailto:patrickcalley@msn.com)

Description: Require cross connection control plan and sampling site plan. Also require repairs on vent for well. 25 connections.

Progress: Adrianna Hummer spoke with Ty Long from RCAC on March 4<sup>th</sup> regarding this PIFF request. Ty is planning on covering the sampling site plan and Adrianna is planning on covering the cross connection control plan. Adrianna will check back with Ty shortly to make sure that will work out. 3/10/2017

Adrianna left a voicemail for Patrick the morning of 4/6/2017.

Adrianna has been corresponding with Ty Long from RCAC regarding Magnum Heights. Ty informed her that the person in charge of the system is also the Chief of Police for the City of Eagle. He has been occupied lately with the flooding issues. We will check back in when the flooding has calmed down.

4/25/2017

Adrianna left a voicemail for Patrick on 7/18/2017 and sent him materials via email to implement a cross connection control plan and a sampling site plan. She invited Patrick to call her with any questions or if he needed assistance in either item. 7/18/2017

**Status:** Closed

**Date Added:** PIFF received from Barbara Jones on 3/10/2017

**Date Completed:** 6/15/2017

DEQ Contact: Michael Stambulis

PWS Name/Number: Northside Estates Subdivision PWS#3140229

Region/Location: Canyon County, near Ustick and Northside intersection

PWS Contact Name: Gene Hill

PWS Contact Phone: 208-989-8695

PWS Contact Email: [gchill53@gmail.com](mailto:gchill53@gmail.com)

Type of Technical Assistance Needed: System Operation

Description: Need a well vent that is screened and down turned 12 inches from the floor.

Progress: Adrianna left a voice mail message with Gene Hill in April of 2017 and has not yet heard back. 5/2/2017

Gene returned Adrianna's phone call and informed her that they have installed the correct well vent and they have no further issues at this time. 6/25/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 4/14/2017

**Date Completed:** 6/26/2017

DEQ Contact: Steve Lampert

PWS Numbers/Name: Golden Rail Trailer Court PWS#5160017

Location: Cassia County

PWS Contact Name: Eugene Brown

PWS Contact Phone: 208-731-9018

PWS email: [browneugene82@gmail.com](mailto:browneugene82@gmail.com); [hazeltonpublicworks@gmail.com](mailto:hazeltonpublicworks@gmail.com)

Type of Assistance Needed: Operations and Maintenance, Sampling.

Description: Need a cross connection control plan, dead end flushing for distribution system, a flow totalizer, and a backup operator.

Progress: Adrianna sent an email to Eugene Brown on 4/25/2017. She attached the PIFF formed and asked what she could assist with. She offered to send cross connection control plan materials and have a Circuit Rider stop by to assist with the other issues. Eugene has yet to respond. 5/2/2017

Adrianna spoke with Eugene on 6/26/2017 regarding Golden Rail Trailer Court. Eugene informed her that everything was being worked on. Eugene is working with the owner of the trailer court to hire a backup operator. Eugene requested some information regarding the implementation of cross connection control plans. Adrianna sent him everything he needs, including the Idaho Rules, a Plan template, templates for testing requirements, a residential survey to identify which devices are needed, etc. 6/26/2017

**Status:** Unresponsive

**Date Added:** Referral received from Barbara Jones on 4/14/2017

**Date Completed: 7/26/2017**

DEQ Contact: Steve Lampert

PWS Numbers/Name: Overlook Mobile Home Village PWS#5160037

Location: Cassia County

PWS Contact Name: Ralph Martini

PWS Contact Phone: 208-431-2913

PWS email: [ralphmcenviro@gmail.com](mailto:ralphmcenviro@gmail.com)

Type of Assistance Needed: Operations and Maintenance, Sampling.

Description: Need a cross connection control plan, RTRC sampling site plan, flushing for distribution system, a flow totalizer, mapping done for the distribution system. Potential future violations include well house maintenance.

Progress: Adrianna sent an email to Ralph Martini on 4/25/2017. She attached the PIFF form and asked what she could assist with. She offered to send cross connection control plan material and a sampling site form. She also offered to have a Circuit Rider stop by to help with the other issues. Ralph has yet to respond. 5/2/2017

Adrianna sent another email to Ralph on 6/29/2017.

**Status:** Unresponsive

**Date Added:** Referral received from Barbara Jones on 4/14/2017

**Date Completed: 7/18/2017**

PHD Contact: Cassandra Lemmons

PWS Numbers/Name: Pit Stop PWS#5160078

Location: Cassia County

PWS Contact Name: Janet West

PWS Contact Phone: 208-312-9122

PWS email: [pitstop@pmt.org](mailto:pitstop@pmt.org)

Type of Assistance Needed: Operations and Maintenance.

Description: Need annual backflow assembly testing. Need a well cap, well seal, and a replacement on part of the well conduit.

Progress: Adrianna called Janet on 6/26/2017. Janet's voice mailbox was full and could not accept messages. Adrianna sent an email to Janet on the same date. 6/26/2017

Adrianna tried calling Janet again on 7/18 with no luck. 7/18/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/5/2017

**Date Completed: 7/24/2017**

DEQ Contact: Steve Lampert

PWS Numbers/Name: Rogerson Water District PWS#5420049

Location: Twin Falls County

PWS Contact Name: AJ Gray

PWS Contact Phone: 208-316-7659

PWS email: [aj.g@cityofbuhl.us](mailto:aj.g@cityofbuhl.us)

Type of Assistance Needed: Capacity Development.

Description: Would like a leak detection program and a water conservation program.

Progress: This PIFF request was forwarded to Bill Hays on 6/1/2017 in anticipation of his travel the following week to the area. However, Bill was unable to make it to Rogerson that week. He will touch base with AJ over the phone and plan a future meeting. 6/24/2017

Drinking Water Circuit Rider Bill Hays spoke with AJ Gray on 7/24. AJ is satisfied that Rogerson is all set with their drinking water program at this time. Their sanitary survey occurred the week after they had a level 2 assessment due to a contamination problem. He feels the cause was high spring runoff and they haven't had any problems since then. That was the cause for his leak detection request. AJ works with IRWA regularly and will be sure to contact us if he needs further assistance. 7/26/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/5/2017

**Date Completed:** 6/12/2017

PHD Contact: Steve Lampert

PWS Numbers/Name: City of Declo PWS#5160012

Location: Cassia County

PWS Contact Name: Lamont Young

PWS Contact Phone: 208-654-2124

PWS email: declo@qwestoffice.net

Type of Assistance Needed: Financial and Training.

Description: Two above mentioned boxes were checked on the PIFF form. No significant deficiencies.

Progress: Bill Hays visited with Lamont the week of June 5<sup>th</sup>, 2017. Lamont informed Bill that he only checked the boxes to "make DEQ feel good," and that no assistance is needed at this time. 6/24/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/5/2017

**Date Completed:** 6/1/2017

PHD Contact: Richard Lee

PWS Numbers/Name: Summerwind Water Users PWS#4200049

Location: Elmore County

PWS Contact Name: Dan L'Huillier

PWS Contact Phone: 208-284-8835

PWS email: michidaho@gmail.com

Type of Assistance Needed: Training.

Description: Box checked for training assistance. No significant deficiencies.

Progress: Adrianna spoke with Dan on the phone on June 1<sup>st</sup>, 2017. He requested some training material and said he was signed up for the Very Small Water System class that IRWA is offering in Jerome in July. Adrianna sent Dan some practice tests to prepare for his certification exam. 6/24/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/5/2017

**Date Completed:** 6/29/2017

PHD Contact: Cassandra Lemmons

PWS Numbers/Name: Snyder Winery PWS#5420098

Location: Twin Falls County

PWS Contact Name: Claudia Snyder

PWS Contact Phone: 208-543-6938

PWS email: tgaimfal@hotmail.com

Type of Assistance Needed: Training

Description: No significant deficiencies, box checked for training assistance and asked to leave a detailed message.

Progress: Adrianna left a voicemail for Claudia the week of 6/5/2017 regarding training assistance. She will try calling again shortly. 6/24/2017

Adrianna spoke with Claudia on the phone on 6/29/2017. She explained the services that IRWA can provide. Claudia asked Adrianna to send her an email explaining the services and giving her contact information. Adrianna sent the email on 6/29, and Claudia will contact her if they would like help with anything. 6/29/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/12/2017

**Date Completed:**

PHD Contact: Jamie Barton

PWS Numbers/Name: Bloomsburg Trailer Park PWS#1280018

Location: Kootenai County northeast of Worley on Lake C d'A

PWS Contact Name: Jeff Bloomsburg

PWS Contact Phone: 208-659-4722

PWS email: worleyfarmerjeff@yahoo.com

Type of Assistance Needed: Operations and maintenance.

Description: Need to seal some items in system. Several upcoming potential violations on well discharge line and tank drain line.

Progress: Adrianna spoke with Jeff on 6/29/2017. He was currently working on fixing all the issues from his sanitary survey. He had already sealed the opening to the vent tube and was in the process of sealing the opening for the wiring. There is no sample tap on the well and therefore taking samples involves a somewhat unsanitary method. Bloomsburg tested positive for coliform in June. Jeff is working with Panhandle Health to disinfect the well and install a sample tap in order to find out if improper sampling technique caused the positive hit. Adrianna explained the services that IRWA offers and encouraged Jeff to call her if he needed any onsite technical assistance or troubleshooting. 6/29/2017

**Status:** Unresponsive

**Date Added:** Referral received from Barbara Jones on 5/19/2017

**Date Completed:** 6/22/2017

DEQ Contact: Trina Burgin

PWS Numbers/Name: Greenfield Water and Sewer PWS#6060026

Location: Bingham County east of Shelley

PWS Contact Name: Mark Brandon

PWS Contact Phone: 208-757-1259

PWS email: skygaze51@live.com

Type of Assistance Needed: Training and system operation.

Description: No significant deficiencies. Would like information on becoming an operator.

Progress: Adrianna left a voicemail with Mark on 6/1/2017 offering her assistance. She left another voicemail with Mark on 6/22/2017. She has not heard back from Mark. 6/24/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/19/2017

**Date Completed:** 7/18/2017

PHD Contact: Cassandra Lemmons

PWS Numbers/Name: Riverside Trailer Court PWS#5160003

Location: Cassia County

PWS Contact Name: Jeremy Orton

PWS Contact Phone: 208-404-8202

PWS email: [jaorton@gmail.com](mailto:jaorton@gmail.com)

Type of Assistance Needed: Operations and maintenance, public health.

Description: Need backflow protection on irrigation well and a cross connection control plan. Need an accessible check valve on the drinking water well and a way to flush to waste. Need a smooth nosed sample tap on the raw water. All boxes checked for technical assistance.

Progress: Adrianna left a voicemail for Jeremy Orton to offer assistance and see what he would like help with. She has not yet heard back. 6/25/2017

Adrianna left another voicemail for Jeremy on 6/29/2017 and sent him an email offering assistance. Jeremy responded to the email and informed Adrianna that the system has had multiple coliform hits and may be at the point where chlorination is required. Adrianna will start working with Jeremy to identify the source of the contamination and resolve the issue. 6/29/2017

Adrianna and Jeremy have exchanged several emails about how to troubleshoot the source of contamination and identify potential cross connections within the system. Jeff plans to work on this moving forward. 7/18/2017

**Status:** Open

**Date Added:** Referral received from Barbara Jones on 5/19/2017

**Date Completed:**

PHD Contact: Cassandra Lemmons

PWS Numbers/Name: Cassia School District 151 PWS#5160086

Location: Cassia County

PWS Contact Name: Kim Hurst

PWS Contact Phone: 208-219-1209

PWS email: [hurkim@cassiaschools.org](mailto:hurkim@cassiaschools.org)

Type of Assistance Needed: Public health.

Description: Need backflow prevention devices for sprinklers.

Progress: Adrianna spoke with Kim on the phone on 6/23/2017. Kim has had two separate plumbing companies come look at his sprinkler system and they both informed him that he had vacuum breakers on the system and therefore no further backflow protection was needed. IRWA will send a field staff member to the system to double check the devices are correctly installed and are the correct type of device. Adrianna forwarded his contact information to Drinking Water Circuit Rider Bill Hays, who will set up a meeting with Kim. 6/25/2017

Drinking Water Circuit Rider Bill Hays spoke with Kim over the phone on 7/26. They have an appointment set up for August 9<sup>th</sup> so that Bill can look over the system and make sure they have adequate backflow protection. 7/26/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 5/19/2017

**Date Completed:** 6/26/2017

PHD Contact: Cassandra Lemmons

PWS Numbers/Name: Valley School PWS#5270020

Location: Jerome County outside Hazelton

PWS Contact Name: Eugene Brown

PWS Contact Phone: 208-731-8098

PWS email: [browneugene82@gmail.com](mailto:browneugene82@gmail.com)

Type of Assistance Needed: Operations and maintenance, public health.

Description: Backflow protection needed on Well #1 and concessions stand. Sanitary seal on Well #2 needs to be addressed in regards to venting. Sample tap is not smooth nosed. Chemicals need removed from concession stand plumbing area.

Progress: Adrianna spoke with Eugene on the phone on 6/26/2017. Eugene stated that all issues are currently being addressed. Parts have been ordered and everything will be fixed when they arrive. Eugene does not need any further assistance at this time. 6/26/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 6/9/2017

**Date Completed:** 6/21/2017

DEQ Contact: Trina Burgin

PWS Numbers/Name: Thunder Canyon Estates PWS#6030068

Location: SE of Pocatello

PWS Contact Name: Jenny Contreras

PWS Contact Phone: 720-284-2993

PWS email: jenandsulli@yahoo.com

Type of Assistance Needed: Financial.

Description: No significant deficiencies; box was checked for financial assistance.

Progress: This request was forwarded to Drinking Water Circuit Rider Bill Hays on 6/12/2017. Bill found out that Thunder Canyon has been awarded a drinking water planning grant from DEQ and they will be working with Cascade Engineers out of Pocatello. Bill spoke with Jenny Contreras and he will be working with Thunder Canyon on any rate studies they need in order to save them from having to pay the engineering firm. Thunder Canyon is looking to drill another well for their system. 6/26/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 6/9/2017

**Date Completed:** 6/16/2017

DEQ Contact: Elizabeth Braker

PWS Numbers/Name: City of Lapwai PWS#2350011

Location: East of Lewiston

PWS Contact Name: Joe Guz MAn

PWS Contact Phone: 208-816-8127

PWS email: None given on form.

Type of Assistance Needed: Operations and maintenance – a number of significant deficiencies. All assistance boxes checked on form.

Description: Well cap needed for main well. Some parts needed for storage reservoirs and day tank reservoir. Need a sampling site plan for the RTCR. Several pending deficiencies.

Progress: Drinking Water Circuit Rider Kevin McLeod visited with Joe during the week of June 12<sup>th</sup>, 2017. Joe has taken care of all the significant deficiencies identified in the sanitary survey. He was looking to find out what resources were available for operators and for system support. Kevin went over a number of free resources for operators, showed Joe some websites, and made sure he knew how to sign up for trainings, find videos, etc. 6/27/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 6/16/2017

**Date Completed:**

DEQ Contact: Justin Walker

PWS Numbers/Name: City of White Bird PWS#2250068

Location: Idaho County

PWS Contact Name: Gerald Mackie and Sandy Murphy

PWS Contact Phone: 208-839-2294

PWS email: [whitebirdcity@outlook.com](mailto:whitebirdcity@outlook.com)

Type of Assistance Needed: Operations and maintenance.

Description: 6 significant deficiencies identified on sanitary survey and 5 pending deficiencies.

Progress: Adrianna spoke with Sandy on 6/29/2017 regarding the sanitary survey results. Sandy informed her that Gerald had taken care of all the issues except the LMI Chlorinator. They have scheduled an appointment with an engineer to come address that issue on July 5<sup>th</sup>. Everything seems to be in order at this time according to Sandy. 6/29/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 7/14/2017

**Date Completed:** 7/28/2017

DEQ Contact: Justin Walker

PWS Numbers/Name: Dworshak Freeman Creek CG PWS#2180010

Location: Clearwater County

PWS Contact Name: Robert Van Kirk

PWS Contact Phone: 509-520-4572

PWS email: [bigsmile@hotmail.com](mailto:bigsmile@hotmail.com)

Type of Assistance Needed: Operations and maintenance.

Description: Multiple significant deficiencies have not been addressed since last sanitary survey.

Progress: Adrianna spoke with Robert on 7/28/2017 over the phone. The Dworshak Freeman CG is leased by the State of Idaho Parks Department from the Army Corp of Engineers Robert said they have been in good communication with the Lewiston DEQ office regarding their problems. The State of Idaho is working on obtaining funding to fix their problems since it is a state-run water systems. Some of their issues include needing a shut off valve for the chlorination system, needing to upgrade their turbidity treatment system, and needing to upgrade their well. The well failed recently and so they are using surface water currently. Once they get funding all of these issues will hopefully be addressed; Robert informed Adrianna that it is up to the state to fix it since they run the system but he is working with them on it. Robert is familiar with IRWA and will reach out if he needs any help. 7/28/2017

**Status:** Open

**Date Added:** Referral received from Barbara Jones on 7/14/2017

**Date Completed:**

PHD Contact: Cassandra Lemmons

PWS Numbers/Name: Snake River Elks PWS#5270028

Location: Jerome County

PWS Contact Name: Brenda Sreca

PWS Contact Phone: 208-316-4770

PWS email: [bjreca.bpoe2807@gmail.com](mailto:bjreca.bpoe2807@gmail.com)

Type of Assistance Needed: Operations and maintenance, public health, source protection.

Description: Raw water sample tap not present and contamination source within 50 feet of well. All boxes checked on PIFF form.

Progress: Adrianna left a voice mail for Brenda on 7/26 offering her assistance with all of the issues listed. 7/26/2017

**Status:** Closed

**Date Added:** Referral received from Barbara Jones on 7/21/2017

**Date Completed:**

DEQ Contact: Steve Lampert

PWS Numbers/Name: City of Eden PWS#5270006

Location: Jerome County

PWS Contact Name: John Ellis

PWS Contact Phone: 208-539-5010 or 208-825-5776

PWS email: [cityofeden83325@yahoo.com](mailto:cityofeden83325@yahoo.com)

Type of Assistance Needed: Training, system operation.

Description: No significant deficiencies. Two boxes checked on form.

Progress: Adrianna spoke with John Ellis over the phone on 7/24/2017. John didn't have anything specific he needed at this time; he may have just marked the boxes to make it look like he was being proactive. John confirmed that the IRWA circuit riders stop in Eden and check on him regularly. He expressed interested in emergency response information, so Adrianna will be sending Eden information on how to join the IdWARN response network. IdWARN is particularly helpful for small systems like Eden. John confirmed he is receiving the training calendar and attends trainings when he can. He will contact IRWA if he needs anything further. 7/24/2017

**ATTACHMENT 2 - Technical Assistance Provided to Small Water Systems  
By Rural Community Assistance Corporation (RCAC)**

## SFY2017 – Rural Community Assistance Corporation (RCAC) DEQ Technical Assistance List and Tracker

(Updated 08/01/2017)

### RCAC Contacts:

Carol Cohen

Regional Manager – Community and Environmental Services

Phone: (435) 649-9263

Cell: (801) 505-8412

[ccohen@rcac.org](mailto:ccohen@rcac.org)

Ty Long

Rural Development Specialist – Environmental

[tlong@rcac.org](mailto:tlong@rcac.org) Cell: 208-809-1668

Matt Kennedy

Rural Development Specialist - Environmental

Cell: 385-335-0369

[mkenedy@rcac.org](mailto:mkenedy@rcac.org)

### Instructions:

- RCAC should call the identified DEQ/Health District contact.
- The DEQ/Health District will provide RCAC some background information regarding the identified PWS(s) and its operator/owner.
- The DEQ/Health District will contact the PWS owner/operator and let them know that RCAC will be contacting them to arrange technical assistance.
- RCAC will provide technical assistance and report back to the DEQ/Health District as to what technical assistance was provided and the subsequent outcome.
- This document should be updated to track technical assistance and returned to Barbara Jones ([barbara.jones@deq.idaho.gov](mailto:barbara.jones@deq.idaho.gov))

1. DEQ Contact (HD5): Cassandra Lemmings – 208-737-5913

PWS Numbers/ Name: ID5340022/ Wayside Estates

Contact: **George Brisbin** – Board President

Phone: 208.431.5640

Email: [waysidesewerdistrict@gmail.com](mailto:waysidesewerdistrict@gmail.com)

Technical Assistance needed: Wayside Estates is currently under a CAS with IDEQ regarding the condition of their drinking water system. At this time Wayside Estates is currently looking to for funding to complete a PER. They also need assistance with understanding roles and responsibilities for board members and working to establish financial guidelines to meet future funding requirements.

**UPDATE: This work is currently being completed under RD funding.** RCAC attended the pre-planning grant meeting at the Twin Falls DEQ office on 5/11/2017. They have been approved for pre-planning grants from DEQ and RD to evaluate their water system and develop alternatives.

2. DEQ Contact: Trina Burgin - 208-236-6160

PWS Numbers/ Name: ID6060067/Rose Garden Mobile Home

PWS Contact Name: **Audra Reeves - President**

PWS Contact Phone: (208) 821-8128

PWS Contact Email: audrareeves@ymail.com

Technical Assistance needed: Rose Garden MHP is struggling to meet financial obligations to maintain the water system. Rose Garden is also in need of hiring a contract operator to meet DEQ regulations.

**UPDATE: This work is currently being completed under RD funding.** Rose Garden has acquired a water operator for their system. The last deficiency identified on the sanitary survey was an accessible backflow preventer. The community reached out to the drilling company to see if one was installed and if so, if they could provide a letter stating that with drawings, if needed.

3. DEQ Contact: Jami Delmore - 208-455-5403

PWS Numbers/Name: ID3140068/Mangum Heights Subdivision

Contact: Patrick Calley – Board President/operator

Phone: 208-860-4071

Email: [patrickcalley@msn.com](mailto:patrickcalley@msn.com)

Technical Assistance needed: Mangum Heights needs assistance with a new RTCR Site Sampling Plan and completion of their Cross Connection Plan, as identified from their last sanitary survey.

**UPDATE: This work is currently being completed under HHS funding.** RCAC spoke with Mr. Calley on July 12 regarding completing the work for the RTCR SSP. Mr. Calley stated that he had made the changes that we discussed were needed to meet the new rule and sent them to Jami

Delmore. RCAC will now pursue either assisting with final modifications to the CCCP that are needed or assist the community with establishing legal entity status and bylaws.

4. DEQ Contact: Elizebeth Braker – 208-799-4370

PWS Numbers/ Name: ID2310006/ City of Reubens

Contact: **Andrew Beck** – Board member/operator

Phone: 208.791.0359

Email: andrewbeck1979@gmail.com

Technical Assistance needed: City of Reubens is currently under a CAS with IDEQ to address multiple deficiencies identified on their most recent sanitary survey. Reubens is in need of a Cross connection plan and a RTRC site sampling plan.

**UPDATE: This work was completed under EPA1C funding.** RCAC has completed work with Reubens. A Cross connection plan was completed and signed by the mayor as well as a RTRC Site Sampling Plan. Both of these documents were submitted by Andrew Beck to Elizabeth Braker at the DEQ office in Lewiston. COMPLETED