



PUBLIC INFORMATION  
COMMITTEE  
AGENDA LETTER

Secretary of the Board of  
Directors

4699 Hollister Avenue  
Goleta, CA 93110  
(805) 879-4621

**Department:** Operations  
**For Agenda Of:** October 17, 2017  
**Estimated Time:** 5 minutes  
**Continued Item:** No  
**If Yes, date from:**

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**TO:** Committee Members

**FROM:** Department: Operations  
Contact Info: Thomas Bunosky, Operations Manager

**SUBJECT:** Customer Water Quality Complaints and Inquiries

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**Legal Concurrence:**

As to form: N/A

**Recommended Actions:**

Receive a quarterly report on customer water quality complaints and inquiries and provide direction to staff as appropriate.

**Summary Text:**

*Reportable Customer Water Quality Complaints*

There were 18 water quality complaints reportable to the California State Water Resources Control Board – Division of Drinking Water (DDW) from July 1, 2017 through September 30, 2017. A summary of each is provided below. The majority of the complaints are associated with the Flushing Program that began on August 28, 2017 and continues 4 nights per week until mid-November, 2017.

7/23/17) 2 customers complained of brown water. Customers called during normal work hours. A nearby fire hydrant had been struck which caused the discoloration. Customers were instructed to flush the lines to clear the discoloration.

7/28/17) Customer complained of blue-green stains in the toilet. Customer called during normal work hours. Customer was instructed to lower the setting on the water softener.

8/15/17) Customer complained of discolored water. Customer called during normal work hours. Customer was instructed to flush the lines to clear the discoloration.

8/18/17) Customer complained of a strong chlorine odor. Customer called during normal work hours. Customer was instructed to flush the lines.

8/22/17 - 8/31/17) 2 customers complained of discolored water. Customers called during normal work hours. Customers were informed that the discoloration was due to the flushing maintenance program and to flush the lines.

9/11/17 - 9/20/17) 10 customers complained of discolored water. Customers called both before and after normal work hours. Customers were informed that the discoloration was due to the flushing maintenance program and to flush the lines.

9/19/17) Customer complained of a sewer smell in the bathroom sink. Customer called during normal work hours. Customer was instructed to pour two cups of white vinegar and two tablespoons of baking soda down the drain, wait ten minutes, then flush with cold water.

### *Customer Water Quality Inquiries*

There were 7 inquiries for water quality information or related questions, as summarized below.

7/13/17) Customer wanted to know water quality information. Customer called during normal work hours. Customer was directed to the consumer confidence report on the district website.

7/13/17) Customer wanted to know water quality information. Customer called during normal work hours. Customer was directed to the consumer confidence report on the district website.

7/31/17) Customer wanted to know why there were lower pH and total hardness levels. Customer called during normal work hours. Customer was informed that the wells were not in service.

8/8/17) Customer wanted to know what PHGs were and how chlorate is formed. Customer called during normal work hours. Customer was informed that PHGs are non-enforceable public health goals. Customer was told that chlorate is formed due to the decomposition of sodium hypochlorite.

8/17/17) Customer wanted to know why her kitchen sponge smelled. Customer called during normal work hours. Customer was informed that airborne bacteria grow on moist surfaces.

9/6/17) Customer wanted to know why the water pressure in Santa Barbara was lower than in Goleta. Customer called during normal work hours. Customer was given an explanation of pressure-reducing valves and elevation effects.

9/12/17) Customer wanted to know the total hardness. Customer called during normal work hours. Customer was informed that the total hardness was 20 grains/gallon.

### **Background:**

The water quality complaints are reported to the DDW on a monthly basis. Inquiries are not reportable to DDW.

**Fiscal Analysis:**

None

**Attachments:**

None

**Authored by:**

Thomas Bunosky, Operations Manager