

# The WaterConnection

A Newsletter Prepared by CRYSTAL SPRINGS WATER DISTRICT  
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## New rates are in effect for July 2018. Your August bill will reflect those changes.

**Why is the rate increase needed?**

Mid-Valley Reservoir project	\$4.4 million
South Valley Reservoir project	\$2.8 million
Central Vale Rd. project	\$1.6 million
198,000' of pipeline replacements	\$48 million

**Why are these projects needed?** Maintain 20psi to reduce the possibility of contamination.  
 Achieve required fire flows.  
 Replace 50+ year old pipelines.

In 1991, projected costs for both the Mid-Valley and South Valley reservoirs were \$2 million combined. In 2016, cost projections had risen to over \$5 million.

**Our primary goal for the District is to provide quality drinking water at affordable rates.**

Crystal Springs Water District received \$1.28 million in grants to help offset the cost to our customers. This will give us the ability to review future increases.

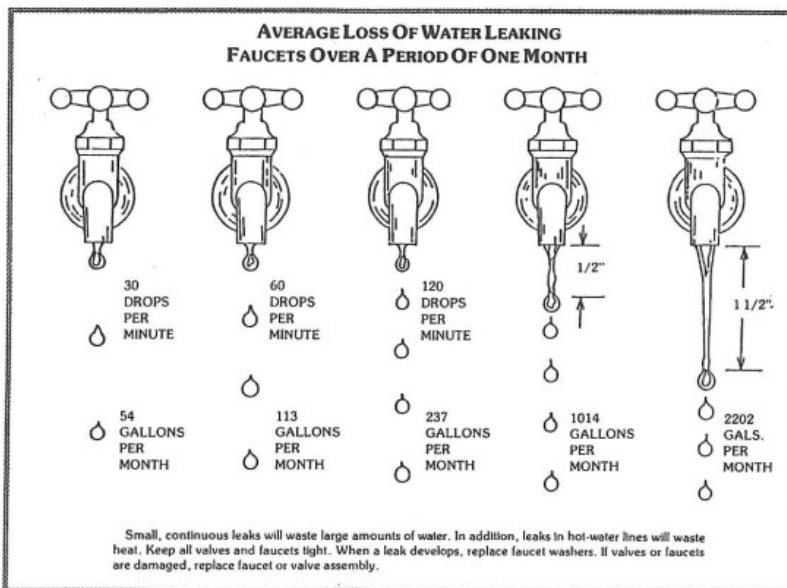
<b>2017-2018</b>	<b>2018-2019</b>
<b>\$29.60</b>	<b>\$35.45</b>

**\$5.75 per 1,000 gal**

### System Development Fees Increases for 2018-2019

<b>7/1/2018</b>	<b>3/4"</b>	<b>\$12,113.00</b>	<b>1"</b>	<b>\$20,294.00</b>
<b>1/1/2019</b>	<b>3/4"</b>	<b>\$14,714.00</b>	<b>1"</b>	<b>\$36,786.00</b>

**New customers help pay back to the system for work that has been done plus for improvements to come.**



**See our annual plan and 20 year plan at our website [www.cswdhr.com](http://www.cswdhr.com)**

## 2017 Annual Drinking Water Quality Report 2017 Clarifications

Why did Crystal Springs Water District have a violation for SOC (Synthetic Organic Compounds)?

This was considered a reporting violation, not a violation due to exceeding EPA maximum contamination levels.

### What caused this reporting error?

The lab Crystal Springs used did not notify the District or the State Health Department that six of the compounds they tested for were past the time limit for testing, and showed N/A (not applicable) instead of non-detect (ND). The State and the District did not catch this until our April Sanitary Survey with the State Health Authority. So, it ended up showing as a reporting error for 2017.

### How do we sample for SOC?

Samples have to be collected in two consecutive quarters every five years.

### Were District customers at risk because of this reporting error?

The first quarter of samples were typical non-detects for all compounds. The next quarter were non-detects for all the samples reported.

The District has records since 1993 for SOC, and all of them have come back non-detect for all compounds.

**In all of the 23 sampling periods, all compounds have come back as non-detect (ND).**

### Below is the full list and results of our June 2018 SOC samples.

Results from 1993-2018 are available at <https://yourwater.oregon.gov/inventory.php?pwsno=00386>. That link will provide all data the Oregon Health Authority has on Crystal Springs Water District.

Regulated Synthetic Organic Compounds

Analyte Code	Analyte	MCL (mg/L)	Result (mg/L)	Limit of Quantification (mg/L)	Test Method
2005	Endrin	0.002	ND	0.000020	EPA 505
2010	BHC-gamma (Lindane)	0.0002	ND	0.000040	EPA 505
2015	Methoxychlor	0.04	ND	0.00020	EPA 505
2020	Toxaphene	0.003	ND	0.0020	EPA 505
2031	Dalapon	0.2	ND	0.0010	EPA 515.4
2032	Diquat	0.02	ND	0.0020	EPA 549.2
2033	Endothall	0.1	ND	0.0090	EPA 548.1
2034	Glyphosate	0.7	ND	0.013	EPA 547
2035	Di (2-ethylhexyl)- Adipate	0.4	ND	0.0013	EPA 525.3
2036	Oxamyl (Vydate)	0.2	ND	0.0040	EPA 531.1
2037	Simazine	0.004	ND	0.00015	EPA 525.3
2039	Di (2-ethylhexyl)-Phthalate	0.006	ND	0.0013	EPA 525.3
2040	Picloram	0.5	ND	0.00010	EPA 515.4
2041	Dinoseb	0.007	ND	0.00020	EPA 515.4
2042	Hexachlorocyclopentadiene	0.05	ND	0.00020	EPA 505
2046	Carbofuran	0.04	ND	0.0020	EPA 531.1
2050	Atrazine	0.003	ND	0.00020	EPA 525.3

2051	Lasso (Alachlor)	0.002	ND	0.00040	EPA 525.3
2065	Heptachlor	0.0004	ND	0.000080	EPA 505
2067	Heptachlor Epoxide	0.0002	ND	0.000040	EPA 505
2105	2,4-D	0.07	ND	0.00010	EPA 515.4
2110	2,4,5-TP (Silvex)	0.05	ND	0.00020	EPA 515.4
2274	Hexachlorobenzene	0.001	ND	0.00020	EPA 505
2306	Benzo-(A)- Pyrene	0.0002	ND	0.000040	EPA 525.3
2326	Pentachlorophenol	0.001	ND	0.000040	EPA 515.4
2383	Total Polychlorinated Biphenyls	0.0005	ND	0.00020	EPA 505
2931	Dibromochloropropane	0.0002	ND	0.00020	EPA 504.1
2946	Ethylene Dibromide (EDB)	0.00005	ND	0.000050	EPA 504.1
2959	Chlordane	0.002	ND	0.00040	EPA 505

**EDB and DBCP by GC-ECD**

Dibromochloropropane (DBCP)	EPA 504.1	ND	0.00020	mg/L	1	A808389	06/14/18	06/15/18
Ethylene Dibromide (EDB)	EPA 504.1	ND	0.000050	mg/L	1	A808389	06/14/18	06/15/18

**Organohalide Pesticides, PCBs by GC-ECD**

Chlordane	EPA 505	ND	0.00040	mg/L	1	A808158	06/11/18	06/12/18
Endrin	EPA 505	ND	0.000020	mg/L	1	A808158	06/11/18	06/12/18
Heptachlor	EPA 505	ND	0.000080	mg/L	1	A808158	06/11/18	06/12/18
Heptachlor Epoxide	EPA 505	ND	0.000040	mg/L	1	A808158	06/11/18	06/12/18
Hexachlorobenzene	EPA 505	ND	0.00020	mg/L	1	A808158	06/11/18	06/12/18
Hexachlorocyclopentadiene	EPA 505	ND	0.00020	mg/L	1	A808158	06/11/18	06/12/18
Lindane	EPA 505	ND	0.000040	mg/L	1	A808158	06/11/18	06/12/18
Methoxychlor	EPA 505	ND	0.00020	mg/L	1	A808158	06/11/18	06/12/18
PCB Aroclor Screen	EPA 505	ND	0.00020	mg/L	1	A808158	06/11/18	06/12/18
Toxaphene	EPA 505	ND	0.0020	mg/L	1	A808158	06/11/18	06/12/18

**Chlorinated Acid Herbicides by GC-ECD**

2,4,5-TP (Silvex)	EPA 515.4	ND	0.00020	mg/L	1	A808448	06/14/18	06/19/18
2,4-D	EPA 515.4	ND	0.00010	mg/L	1	A808448	06/14/18	06/19/18
Dalapon	EPA 515.4	ND	0.0010	mg/L	1	A808448	06/14/18	06/19/18
Dinoseb	EPA 515.4	ND	0.00020	mg/L	1	A808448	06/14/18	06/19/18
Pentachlorophenol	EPA 515.4	ND	0.000040	mg/L	1	A808448	06/14/18	06/19/18
Picloram	EPA 515.4	ND	0.00010	mg/L	1	A808448	06/14/18	06/19/18

**Semi-Volatile Organics by GC-MS**

Alachlor	EPA 525.3	ND	0.00040	mg/L	1	A808152	06/11/18	06/13/18
Atrazine	EPA 525.3	ND	0.00020	mg/L	1	A808152	06/11/18	06/13/18
Benzo(a)pyrene	EPA 525.3	ND	0.000040	mg/L	1	A808152	06/11/18	06/13/18
Bis(2-ethylhexyl) adipate	EPA 525.3	ND	0.0013	mg/L	1	A808152	06/11/18	06/13/18
Bis(2-ethylhexyl) phthalate	EPA 525.3	ND	0.0013	mg/L	1	A808152	06/11/18	06/13/18
Simazine	EPA 525.3	ND	0.00015	mg/L	1	A808152	06/11/18	06/13/18

**Carbamates by HPLC**

Carbofuran	EPA 531.1	ND	0.0020	mg/L	1	A808220	06/12/18	06/15/18
Oxamyl	EPA 531.1	ND	0.0040	mg/L	1	A808220	06/12/18	06/15/18

**Glyphosate by HPLC (Federal)**

Glyphosate	EPA 547	ND	0.013	mg/L	1	A808242	06/12/18	06/12/18
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**Organics**

Analyte	Method	Result	RL	Units	RL Mult	Batch	Prepared	Analyzed	Qual
<b><u>Endothall by GC-MS (Federal)</u></b>									
Endothall	EPA 548.1	ND	0.0090	mg/L	1	A808284	06/12/18	06/13/18	
<b><u>Diquat and Paraquat by HPLC</u></b>									
Diquat	EPA 549.2	ND	0.0020	mg/L	1	A808285	06/12/18	06/13/18	

# Superintendent's Customer Report

Dear Customer,

Going into the 2018-2019 year I am excited about some major changes we have planned.

## Billing Software Updates

The District is preparing for an upgrade to our current billing system. This system will have many benefits for our customers.

- \* Improved Online payment options. Wallet features allowing for multiple payment options, including auto pay.
- \*Automated after hours phone payment system. Allow those without internet access to pay over the phone after hours. Bilingual options will also be available.
- \* Advanced usage history reports making usage tracking much easier.

## Field Asset Management Software

District staff will have all billing and map assets available in the field for more efficient and better customer service. Paperless format will make field call and maintenance programs easier on the environment. Less time spent preparing field notes and call requests for quicker response times.

## Expanded Monitoring Throughout the District

We are looking at ways to make sure the quality of our water remains safe, clean and reliable across our District.

- \* Chlorine residual monitoring. Provides a shield against bacterial contamination.
- \* Pressure monitoring to ensure we maintain 20 psi to reduce chances for backflow in the District's pipelines.

Thank you for your patience,

Frederick W. Schatz  
Superintendent  
fred@cswdhr.com

**Pressure Problem Symptoms**

Occasionally, the pressure regulator installed at the meter fails and allows main line pressure past the meter and into your service line. The District is responsible for the maintenance and replacement of a regulator which is installed in front of the meter to prevent meter damage due to high pressure. *It is recommended that each customer install a regulator on his/her side of the meter to prevent potential damage to customer property.*

An unusually strong burst of water when the faucet is turned on or fluctuations in pressure while the water is running are both possible indications of a regulator problem. A common symptom of high pressure is a hot water heater pop-off valve which will not seat\*\* and leaks a little or a lot. A temporary fix for the hot water heater pop-off release is to open a cold water faucet enough to reduce the pressure and stop the flow of hot water from the pop-off.

\*\* Be certain that your pop-off overflow is plumbed to an **outside** drain..... to prevent unexpected water damage to your floors and furnishings.

Low pressure can be caused by particle buildup in the screen which restricts flow through the regulator. A leak or break in your own service line may also reduce the pressure inside your house. You can rule out a leak by checking your meter, to see if it moves when you are not using water. (A particle buildup in a faucet aeration screen can also cause low pressure.)

When the pressure is excessively low, a container takes forever to fill, and sometimes water can not be used at two faucets at the same time. Most District regulators are set between 55-60 pounds per square inch (PSI).

If you suspect a pressure problem, call Crystal Springs before you incur the expense of a plumber. The regulator can be adjusted, rebuilt or replaced at no expense to you. In most cases, high/low pressure is not an emergency condition, so please leave a voice mail message, or call during normal working hours (8:00 - 4:30 weekdays).