

3 me



ORIGINAL

MEMORANDUM

RECEIVED

2004 MAR -8 P 2: 14

TO: William A. Mundell
Commissioner

Arizona Corporation Commission
DOCKETED

FROM: Ernest G. Johnson
Director
Utilities Division

MAR - 8 2004

AZ CORP COMMISSION
DOCUMENT CONTROL

DOCKETED BY *CAR*

DATE: March 5, 2004

RE: MARCH 3, 2004 LETTER ON ARIZONA AMERICAN; DOCKET NOS. WS-01303A-02-0867, WS-01303A-02-0868, WS-01303A-02-0869, WS-01303A-02-0870, WS-01303A-02-0908

In your letter of March 3, 2004, you asked three questions. The following is the answer to each of your questions:

1. What is the immediate health risk to people in that area?

The health risk is to infants that are 6-months or less of age. Drinking water with high nitrates can cause persons in this age group to become seriously ill and, if untreated, even die. Arizona American Water Company ("Company") has notified its customers of this problem through the attached Public Notice (see Tab 1).

2. If there is a public health concern with the water in Desert Hills, what must be done to immediately remedy the situation?

There is a public health concern. Therefore, the Company has provided the required public notice to its customers and is also making bottled water available. Per Arizona Department of Environmental Quality ("ADEQ") requirements the Company is only required to provide bottled water to the at risk group of customers (i.e., infants 6-months of age or younger). However, the Company will make bottled water available to anyone that has a concern and not just to the at risk group.

In addition, the Company is in the process of obtaining a new source of water. Most likely this source will be a new well with low nitrate water which it will be able to blend with its existing well in order to deliver water that meets the nitrate requirements. This new well will take some time to complete (permitting and construction time could take several months).

In speaking with ADEQ personnel, this matter is being forwarded to its Enforcement Unit, not necessarily of any enforcement action, but just as a matter of course. At the present time the Company is complying with everything that ADEQ is requiring.

3. Has this matter been addressed in the rate case?

This matter had not developed by the time Staff had filed its testimony in the current rate case. At the time Staff's testimony had been filed, the latest ADEQ report stated that the system was delivering water that met all required quality standards.

Attached is a packet of material that contains:

1. The Company's customer notice,
2. The Company's radio spots language,
3. The original ADEQ report used by Staff in its testimony (dated 1-8-03), and
4. The latest ADEQ report (dated 3-4-04)

Please let me know if this does not answer all your questions sufficiently.

cc: Chairman Marc Spitzer
Commissioner Jeff Hatch-Miller
Commissioner Mike Gleason
Commissioner Kristin K. Mayes
Docket Control
Service List for Referenced Dockets

This is the service list for ARIZONA-AMERICAN WATER COMPANY, INC.
Docket Nos. WS-01303A-02-0867, WS-01303A-02-0868, W-01303A-02-0869,
WS-01303A-02-0870, W-01303A-02-0908

Norman D. James
Jay L. Shapiro
Fennemore Craig
3003 N. Central Avenue, Suite 2600
Phoenix, AZ 85012
Attorneys for Arizona-American Water Company

Daniel Pozefsky
RUCO
1110 W. Washington, Suite 220
Phoenix, Arizona 85007

William P. Sullivan
Paul R. Michaud
Larry Udall
Martinez & Curtis
2712 North 7th Street
Phoenix, Arizona 85006
Attorney for the Town of Youngtown

Carlton G. Young
3203 W. Steinbeck Drive
Anthem, Arizona 85068-1540

Frank J. Grimmelmann
42441 N. Cross Timbers Court
Anthem, Arizona 85086

Raymond E. Dare
Sun City Taxpayers Association
12630 N. 103rd Avenue, Suite 144
Sun City, Arizona 85351-3467

Walter W. Meek, Pres.
AUIA
2100 N. Central Ave., Suite 210
Phoenix, Arizona 85004

John A. Buric
Warner Angle Hallam Jackson & Formanek PLC
3550 N. Central Ave., Suite 1500
Phoenix, AZ 85012
Attorneys for Fiesta RV Resort Limited Partnership

Mr. David P. Stephenson
Director of Rates and Revenues
American Water Works Service Co., Inc.
303 H Street, Suite 250
Chula Vista, California 91910

Kenneth C Sundlof, Jr
Robert Taylor
The Collier Center, 11th Floor
201 E Washington St
Phoenix, AZ 85004-2385

Teena Wolfe, Administrative Law Judge
Lynn Farmer, Chief Hearing Officer
Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007

Christopher Kempley, Chief Counsel
Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007

Tim Sabo, Staff Attorney
Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007

Ernest Johnson, Director
Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007

COMMISSIONERS
MARC SPITZER - Chairman
WILLIAM A. MUNDELL
JEFF HATCH-MILLER
MIKE GLEASON
KRISTIN K. MAYES



Brian C. McNeil
Executive Secretary

Direct Line: (602) 542-3935

Fax: (602) 542-0752

E-mail wmundell@cc.state.az.us

ARIZONA CORPORATION COMMISSION

March 3, 2004

Mr. Ernest Johnson
Director, Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

Re: Arizona-American Water Company; Docket Nos. WS-01303A-02-0867;
WS-01303A-02-0868; WS-01303A-02-0869; WS-01303A-02-0870;
WS-01303A-02-0908

Dear Mr. Johnson:

This morning I came across the attached article about the high level of nitrates in the water in Desert Hills. The fire chief of Desert Hills has alleged that the water is unsafe and that the Arizona-American Water Company has failed to adequately warn its customers. This causes me great concern and has compelled me to ask the following questions:

- (1) What is the immediate health risk to the people in that area? (1)
- (2) If there is a public health concern with the water in Desert Hills, what must be done to immediately remedy the situation? (2)
- (3) Has this matter been addressed in the rate case? - See B.
No.

Time is of the essence, please respond as soon as possible.

Sincerely,

William A. Mundell, Commissioner
Arizona Corporation Commission

cc: Steve Olea ✓
Brian McNeil
Docket Control

Attachment



Wednesday, March 03, 2004



- Main Page
- Sports
- Entertainment
- Health
- Movies
- Calendar
- Death Notices
- Discussion Forum
- Classifieds
- Quick Reference
- News Archives
- Clip & Save Coupons
- Subscribe
- Home Hunter
- About Us
- E-mail Staff
- Business Directory
- Advertising Info
- Smart Buyer
- Bridal Guide
- Meet Your Merchant
- On The Water
- Faces of Havasu
- Heritage of Havasu
- Progress of Havasu
- Future of Havasu
- Parks & Recreation
- Winter Visitor's Guide
- Healthy Living

Search for:

Search

Concern lingers over Desert Hills water

By Mark Hall

The chief of the Desert Hills Fire Department is concerned Arizona American Water Company has not given proper notification to customers whose drinking water contains high levels of nitrates.

"As far as I know the water is still unsafe to drink," said Chief Mat Espinoza. "I don't think Arizona American took this very seriously, but there are certain people it will still affect. I don't feel Arizona American has met their obligation to notify people."

On Feb. 19, Kevin Tilden, spokesman for Arizona American Water, said the company would be sending inserts with customers' next billing statements updating them on the situation. However, Espinoza said he didn't receive an insert in the fire department's water bill.

The bill, which charges for water usage though Feb. 26, makes no mention of nitrate levels. In addition, it states: "Arizona-American takes great pride in the water we deliver to you. Our water meets or exceeds all standards."

Tilden said Tuesday that the bill inserts would begin with the billing cycle that started Monday. He added that small children still should not drink the water, however, he said it isn't dangerous for adults.

Espinoza said another reason he is not happy because the company is seeking a rate increase through the Arizona Corporation Commission. "Should they be able to raise their rates if they are not putting out a good product?" he asked.

Tilden said routine testing on Feb. 13 showed levels of 12 milligrams per liter, slightly exceeding the nitrate standard of 10 mg/L.

Infants under six months are at risk of suffering Blue Baby Syndrome, an affliction caused by consuming excess nitrates.

Tilden said the company is going to connect two wells via pipeline, mixing the contaminated water with safe water. He said the mixture should be well under maximum levels set by the Environmental Protection Agency. However, Tilden said it could take up to six months to complete the connection, including all of the required permitting.

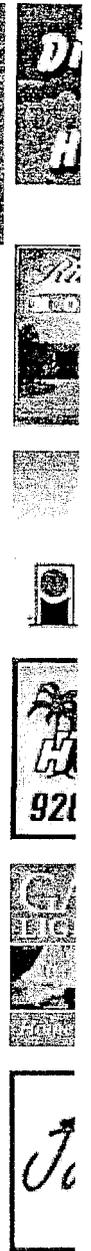
Arizona American is scheduled to meet with the Desert Hills Homeowner Association in April.

According to the company, boiling, freezing or filtering the water should not reduce nitrate levels. However, it said "well maintained" reverse osmosis systems should remove most of the nitrates.

Patrick Gibbons, spokesman for ADEQ, said high nitrate levels are typically caused by septic system discharge. In 1997, a similar situation in Lake Havasu City was attributed to septic tanks.

Arizona American said it has limited bottled water available to customers. Customers with questions or concerns can call Arizona American Water at (800) 383-0834.

You may contact the reporter at mhall@havasunews.com.



EXHIBIT

A

From: <gtday@amwater.com>
To: <mscottjr@cc.state.az.us>
Date: 3/3/2004 10:36:53 AM
Subject: System 04-08-015 Mohave ACC request

Marlin,

As discussed, here are the notifications American Water has provided for the nitrate issue.

This is the press release and radio public service announcement:

(See attached file: Nitrate PN-1.doc)

Here is the verification for the paid radio public service announcement:
(See attached file: radioverification.pdf)

Here is the bill insert that will go in bills until the problem is remedied.
(See attached file: azlhcnitrates.pdf)

Call with any questions.

Troy Day
Director, Water Quality
Arizona-American Water Company
623-445-2422

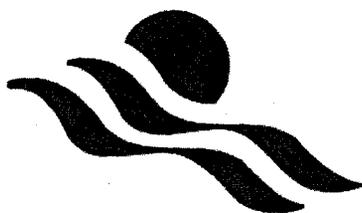
=====
This footnote confirms that this email message
has been scanned to detect malicious content.

If you experience problems, please contact
postmaster@ccsd.cc.state.az.us
=====

CC: <fschneider@amwater.com>, <mclark@amwater.com>, <ktilden@amwater.com>

TAB

1



Arizona American Water

FOR IMMEDIATE RELEASE

February 13, 2004

Contact:

Arizona American Water
Phone: 800-383-0834

DRINKING WATER NOTICE DESERT HILLS WATER CUSTOMERS MAY HAVE HIGH LEVELS OF NITRATES

Do not give the water to infants under 6 months old, or use it to make infant formula

(Desert Hills, AZ – Feb. 13, 2004) – Arizona American Water, in compliance with United States Environmental Protection Agency and the Arizona Department of Environmental Quality regulations, regularly samples source and treated water in its water system. In a recent routine sampling, water sample results received on February 13, 2004, showed that nitrates levels in the area were 12 mg/l. This is above the nitrate standard or maximum contaminant level (MCL) of 10 mg/l. Nitrates in drinking water are a serious concern for infants less than six months old.

Desert Hills area customers of Arizona American Water should not give water to infants. Infants below the age of six months who drink water containing nitrates in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.

Tap water should not be used to prepare juice from concentrate or infant formula. Bottled or other water low in nitrates should be used until further notice. Boiling, freezing, filtering or letting the water stand will not reduce the nitrate level. Well maintained reverse osmosis systems should remove most of the nitrates in tap water. Adults and children more than six months old process nitrates differently than infants less than six months old and may use the water. If you are pregnant or have specific health concerns, please contact your doctor.

Nitrates in drinking water can come from natural, industrial or agricultural sources, including septic systems. In 1997, ADEQ believed septic system discharge to be the largest contributor to groundwater quality deterioration when elevated nitrogen levels were found in wells throughout the City of Lake Havasu. Levels can vary throughout the year, and it is not now known when levels may reduce to be below the MCL. When nitrates are reduced customers will be notified. If nitrates continue to be high customers will be notified at least every three months.

If customers have any questions or concerns, contact Arizona American Water at (800) 383-0834

###

Proposed 30-second radio announcement:

Desert Hills area customer of Arizona American Water should take note. Recent water tests have revealed 12 milligrams per liter of nitrates. The national standard is 10 milligrams per liter. Infants less than six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated may die. Symptoms include shortness of breath and blue baby syndrome, and Tap water should not be used for mixing infant formula or juices. Nitrates in drinking water can come from a number of sources, including septic tanks. Only infants less than six months old are affected by this notice. Should you have any questions, please contact Arizona American Water at 800/383-0834.

FEB-18-2004 11:59 AM KJJJ KNTR

9288559333

P.01
2-3

102.9 & 100.3

*San Juan
County*

KJJJ FM / KNTR AM
1845 McCulloch Blvd. Ste. A-14 • P.O. Box 2009
Lake Havasu City, AZ 86405-2009
(928) 855-9333 (9338) • FAX (928) 855-9333
E-Mail: radio@kjjjfm.com
Web Sites: www.KJJJFM.com • www.KNTRAM.com



Mr. Kevin Tilden
Arizona American Water, Co.

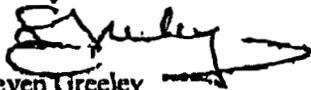
February 18, 2004

Dear Mr. Tilden,

This is to verify that radio station KJJJ-FM aired forty-two thirty-second commercials from February 12, 2004 through February 14, 2004 (with commercial copy you provided).

The attached log sheets show times each commercial was aired for the said dates. If you have any questions, please call.

Best regards,


Steven Greeley
Owner

TEL:

Feb 18,04 13:10 No.001 P.03

FEB-18-2004 12:08 PM KJJJ KNTR

9288559233

P-82
3-3

FM RADIO STATION - KJJJ RUN DATE: 2/18/04 TIME: 10:54
LOG EXCEPTION SHEET FOR Saturday, 2/14/04

Customer	Log Line	Time	Len	Cart	Cont-Im	Rate	Action
5142 ARIZONA AMERICAN WATER	262	06:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	263	07:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	264	08:18:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5149 ARIZONA AMERICAN WATER	265	09:10:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	266	10:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	267	11:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	269	12:50:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	269	13:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	270	14:50:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	271	15:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	272	16:50:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	273	17:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	274	18:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	275	19:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT

FM RADIO STATION - KJJJ RUN DATE: 2/18/04 TIME: 10:55
LOG EXCEPTION SHEET FOR Sunday, 2/15/04

Customer	Log Line	Time	Len	Cart	Cont-Im	Rate	Action
5142 ARIZONA AMERICAN WATER	218	06:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	219	07:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	220	08:23:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	221	09:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	222	10:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	223	11:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	224	12:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	225	13:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	226	14:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	227	15:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	228	16:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	229	17:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	230	18:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	231	19:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT

FM RADIO STATION - KJJJ RUN DATE: 2/18/04 TIME: 10:55
LOG EXCEPTION SHEET FOR Monday, 2/16/04

Customer	Log Line	Time	Len	Cart	Cont-Im	Rate	Action
5142 ARIZONA AMERICAN WATER	272	06:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	273	07:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	274	08:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	275	09:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	276	10:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	277	11:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	278	12:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	279	13:02:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	280	14:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	281	15:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	282	16:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	283	17:50:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	284	18:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT
5142 ARIZONA AMERICAN WATER	285	19:30:00	30	6150	5122- 1	16.00	ADDED FROM CONTRACT

TAB

2

Arizona American Water Water Quality Notice

About Nitrates in Your Water

At Arizona American Water, water quality is our number one commitment. We constantly monitor water quality, conducting hundreds of tests each year to measure and maintain the quality of the water we send to your home. Arizona American Water regularly samples the water quality in your water system. We do this to make sure your water meets or exceeds U.S. Environmental Protection Agency and Arizona Department of Environmental Quality (ADEQ) regulations. Each year, we do a comprehensive report of our test results, called the Annual Water Quality Report or Consumer Confidence Report. Look for this report in your mailbox in early June.

In a recent routine sampling on February 13, 2004, water sample results showed that nitrate levels in the area were 12 mg/l, which exceed the maximum nitrate standard of 10 mg/l. Although this is only two parts per million over the standard, high nitrates can be dangerous to infants. Nitrates in drinking water are a serious concern for infants less than six months old. Because of the possible danger, we immediately notified the public through radio and newspaper announcements. As a result of this exceedance, you should not give tap water to infants under six months, or use it to make infant formula.

The cause for excess nitrate levels

Nitrates in drinking water can come from natural, industrial or agricultural sources, including septic systems. In 1997, ADEQ believed septic system discharge to be the largest contributor to groundwater quality deterioration when elevated nitrogen levels were found in wells throughout the City of Lake Havasu. Levels can vary throughout the year, and it is not now known when nitrates may reduce to levels safe for infants.

How we are correcting this problem for the future

Nitrates in low concentration are not a problem for anyone, including infants. To prevent future nitrate levels that exceed safe standards, Arizona American Water will be building a new pipeline to dilute water from the problem wells by blending it with water from a well with extremely low nitrate levels. This will ensure a reliable future supply and should prevent future unacceptable nitrate concentrations.

When you will know this problem is solved

When nitrates are fully reduced, customers will be notified. If nitrates continue to be high, customers will be notified at least every three months.

High nitrate levels only impact infants

Desert Hills area Arizona American Water customers should not give water to infants below the age of six months. Infants below the age of six months who drink water containing nitrates in excess of standards could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately. Adults and children older than six months process nitrates differently than infants and may not be affected.

Tap water should not be used to prepare juice from concentrate for infants or infant formula. Bottled or other water low in nitrates should be used until further notice. Bottled water will be made available by contacting 928-763-0486. Boiling, freezing, filtering or letting the water stand will NOT reduce the nitrate level. Well-maintained reverse osmosis systems should remove most of the nitrates in tap water. Adults and children more than six months old process nitrates differently than infants less than six months old and may not be affected by high nitrates. If you are pregnant or have specific health concerns, please contact your doctor.

If customers have any questions or concerns, contact Arizona American Water at (800) 383-0834.

EXHIBIT

B

**Arizona Department of Environmental Quality
 Drinking Water Compliance Enforcement Unit
 3033 N. Central Avenue, M0501B
 Phoenix, AZ 85012**

Compliance Status Report

PWS Name: Citizens - Havasu

PWS ID #: 08-015

Compliance Status: No Major Deficiencies Major Deficiencies
 Comments:

Date of last inspection / sanitary survey: 6-26-96
 Major Operation and Maintenance Deficiencies cited during inspection:
 None unable to maintain 20psi inadequate storage
 cross connection/backflow problems surface water treatment rule
 treatment deficiencies approval of construction
 certified operator

Administrative Orders:
 Is ADEQ administrative order in effect? Yes No
 Is US EPA administrative order in effect? Yes No
 Comments:

System Information:
 Number of Points of Entry 2 Population Served 2012 Connections Served 1046
 Initial Monitoring Year 1993 MAP year 2002

DWCE Evaluation completed by: Jim Puckett
 Phone: 602-207-4649 Date: 8-8-03

Based on data submitted by the water system, ~~ADEQ~~ **ADEQ** has determined that this system is currently delivering water that meets water quality standards required by Arizona Administrative Code, Title 18, Chapter 4. This compliance status report does not guarantee the water quality for this system in the future. This compliance status report does not reflect the status of any other water system owned by this utility company.

EXHIBIT

C

Arizona Department of Environmental Quality
Water Quality Compliance Assurance Unit
1110 W. Washington Street, 5415B-1
Phoenix, AZ 85007

Drinking Water Compliance Status Report

Public Water System Name: AZ American Water Co. - Havasu

Public Water System ID #: 08-015

Overall Compliance Status: No Major Deficiencies Major Deficiencies

Monitoring and Reporting Status: No Major Deficiencies Major Deficiencies

Comments:

This system has exceeded the MCL for nitrate at POE #357 on 2-13-04.

Operation and Maintenance Status: No Major Deficiencies Major Deficiencies

Comments:

It appears as though the monthly coliform samples are not being collected in accordance with an approved microbiological site sampling plan as all of the samples are being collected at only four sites "3012 London Bridge, 4748 Havasu Garden, 3085 N HWY 95 and 3002 Pero Dr".

Major unresolved/ongoing operation and maintenance deficiencies:

- | | |
|---|---|
| <input type="checkbox"/> unable to maintain 20psi | <input type="checkbox"/> inadequate storage |
| <input type="checkbox"/> cross connection/backflow problems | <input type="checkbox"/> surface water treatment rule |
| <input type="checkbox"/> treatment deficiencies | <input type="checkbox"/> approval of construction |
| <input type="checkbox"/> certified operator | <input type="checkbox"/> other |

Date of last inspection / sanitary survey: 5-22-03

Administrative Orders:

Is an ADEQ administrative order in effect? Yes No

Comments:

System information:

Number of Points of Entry 2 Number of Sources 3 Population Served 3440

Service Connections 1376 Initial Monitoring Year 1993 Initial MAP Year 1999

Evaluation completed by: **Jim Puckett**

Phone: 602-771-4649

Date: ~~3-2-04~~

Because of the previously identified exceedance, ADEQ has determined that this system is currently delivering water that ~~does~~ ~~no meet~~ water quality standards required by Arizona Administrative Code, Title 18, Chapter 4. This compliance status report does not guarantee the water quality for this system in the future. This compliance status report does not reflect the status of any other water system owned by this utility company.

EXHIBIT

D

From: Marlin Scott Jr.
To: "gtday@amwater.com".ACC-GWIA.ACC; "mclark@amwater.com".ACC-GWIA.ACC
Date: 3/1/2004 3:49:38 PM
Subject: Re: System 04-08-015 Mohave ACC request

Troy/Mark,
Attached is the latest ADEQ Compliance Status Report for Havasu, PWS 08-015. This report states that the nitrate MCL was exceeded. Therefore, could you please provide me the water company's corrective action being taken and a time line to correct this nitrate violation. Thanks.

Marlin Scott, Jr.
Utilities Engineer
Arizona Corporation Commission
Phone: 602.542.7272
Fax: 602.542.0766
Email: mscottjr@cc.state.az.us

>>> <gtday@amwater.com> 3/3/2004 10:35:27 AM >>>

Marlin,

As discussed, here are the notifications American Water has provided for the nitrate issue.

This is the press release and radio public service announcement:

(See attached file: Nitrate PN-1.doc)

Here is the verification for the paid radio public service announcement:
(See attached file: radioverification.pdf)

Here is the bill insert that will go in bills until the problem is remedied.
(See attached file: azlhcnitrates.pdf)

Call with any questions.

Troy Day
Director, Water Quality
Arizona-American Water Company
623-445-2422

=====
This footnote confirms that this email message
has been scanned to detect malicious content.

If you experience problems, please contact
postmaster@ccsd.cc.state.az.us
=====

CC: "fschneider@amwater.com".ACC-GWIA.ACC;
"ktilden@amwater.com".ACC-GWIA.ACC