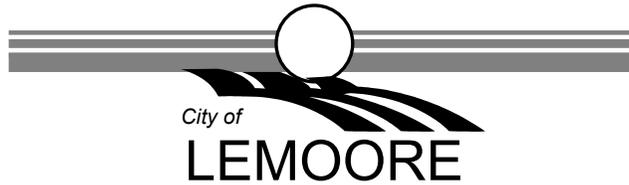


Mayor
Willard Rodarmel
Mayor Pro Tem
John Plourde
Council Members
John Gordon
John Murray
William Siegel



**Public Works
Department**

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Staff Report

SS Item # 2

To: Lemoore City Council
From: David Wlaschin, Director of Public Works
Date: January 26, 2012
Subject: Resident Water Concerns – Sediment

Background

Staff brought to you on October 18, 2011, a complaint from Mr. Melvin Roman of 1573 Butternut Street about his concerns over water quality. Mr. Roman purchased a filtration system for his house and was told that the filters would need to be changed periodically approximately every twelve months but has found that they are plugged within 90 days.

Staff contacted the State Health Department who inspects water systems and requested information on filtration systems used by municipal water systems. The only system in our region that is utilized for groundwater treatment is Corcoran. Their system takes water from their well field and runs it through a filtration system to meet State Drinking Water Standards. The Corcoran system does remove sediment, arsenic and organics but was costly to install and is costly to operate. This cost is then passed on to customers. Their rates are \$41.57 for the first 600 cubic feet and \$1.11 for each additional 100 cubic feet. Lemoore's cost is \$13.20 for the first 700 cubic feet and a rising scale from \$0.90 to \$1.00 per 100 cubic feet.

As Council is aware, the City of Lemoore gets all of its water from wells and most of it is pumped into storage tanks where some settlement takes place. We clean tanks of sediment annually. When water complaints have been received regarding color, odor or sediment it has been past practice to flush the lines in the area to move water through the system which reduces the problem. That service was provided when Mr. Roman initially called but he felt it did not resolve this issue.

Council requested that Mr. Roman provide his information on sediment traps/filters to City Staff for review. Mr. Roman has been busy and has not been able to provide his information. Staff has researched filtration systems similar to what Mr. Roman installed and they are strictly for residential or commercial usage.

Another item of concern was discussion regarding customer relations. Richard Pereira is our Water Superintendent and the person with whom Mr. Roman spoke to. Richard

has been the Water Superintendent for over 17 years and has dealt with customer issues over the years. I have total confidence in Mr. Pereira's understanding of our water system and working with residents and their water concerns. He takes time with customers and explains that the water system does meet State Health Department standards and offers to flush lines to attempt to improve water quality.

When Mr. Roman contacted Mr. Pereira on October 11, 2011 Richard explained the system and offered to flush hydrants in that area which was done on that same day. Mr. Roman said that did not help and Mr. Pereira indicated that was all he could do, at which time Mr. Roman stated he was going to the City Council.

Mr. Roman contacted City Hall and the telephone call was given to me. I also explained the water system and he indicated he was dissatisfied with excuses and wanted to go before City Council.

Budget Impact

None at this time.

Recommendation

Informational only.