



Town of Yountville
"The Heart of the Napa Valley"

FILED

AUG 13 2019

Clerk of the Napa Superior Court
By: *C. Brennan*
Deputy

August 7, 2019

The Honorable Elia Ortiz
Presiding Judge of the Civil Grand Jury
The Superior Court of California, County of Napa
825 Brown Street
Napa, CA 94559

Napa County Civil Grand Jury
c/o Foreperson Kort van Bronkhorst
1754 Second Street, Suite D
Napa, CA 94559

Re: Response to Napa County Grand Jury Report Dated June 14, 2019 Entitled:
"Napa County Water Quality: It's a Matter of Taste"

Dear Judge Ortiz and Foreperson Bronkhorst:

The Town of Yountville has carefully reviewed and considered the findings and recommendations of the Napa County Grand Jury in its report dated June 14, 2019 entitled: "Napa County Water Quality: It's a Matter of Taste". By letter dated June 11, 2019, the Grand Jury requested the Town's responses to the report's findings one through eight and the report's recommendations one through seven. This letter provides those responses pursuant to California Penal Code section 933.05, subdivisions (a) and (b).

Unlike other Napa Valley municipalities, the Town does not produce or treat its own water. The Town is a wholesale water customer buying water under contract from the California Department of Veterans Affairs (CDVA) and under an emergency purchase agreement with the City of Napa when needed. The Town's primary water supply source is Rector Reservoir which is owned and operated by the CDVA, more specifically the California Veterans Home – Yountville. The operation and maintenance of the water treatment facility for Rector Reservoir is solely the responsibility of CDVA and not the Town. The Town does not own or operate the water treatment plant facility.

Because of this arrangement, most of the taste, odor, and color issues Town water customers brings to the Town's attention are attributable to issues stemming from a water treatment plant facility that the Town does not own or operate. Similarly, this arrangement influences the information in the Town's annual Water Quality Report as well as our water utility rates as the Town must pay the rate charged by the CDVA for the water we purchase.

We ask that, as you review our responses, you consider these facts in the context that makes the Town unique among other Napa County water utility operations.

FINDINGS:

F1. Drinking water supplied by all Napa County municipalities meets all USEPA and State Water Resources Control Board standards and is safe to drink.

The Town's Response:

The Town Agrees. As indicated by our Consumer Confidence Reports. In all cases the town meets or exceeds all established standards.

F2. Drinking water supplied by each municipality is acknowledged by all Napa County Public Works officials to have, from time-to-time, predictable Taste and Odor (T&O) and color issues which, while not unsafe, the water-consuming public may find objectionable and a cause for concern.

The Town's Response:

The Town partially disagrees. While the Town has recognized some T&O complaints (verified in the complaint and follow up log as provided) the complaints are not predictable. The Town agrees that there is no cause for concern in the complaints for T&O that have been investigated and followed up on with Town staff and the person (or business) filing the complaint. The vast majority of the complaints have been about low water pressure and not T&O.

It should be noted that the T&O complaints noted in the Grand Jury report On April 5, 2019 were a result of the treatment process which is an operation conducted at the Rector Reservoir Treatment Plant which is owned and operated by the California Department of Veterans Affairs (CDVA/Veterans Home). The Plant did acknowledge that the problem was a result of a filter failure and treatment process. As a result the Town went on City of Napa Water for a period of 66 days while the filters were re-conditioned and repaired.

F3. Communication of water quality testing and T&O and color issues to the public by all Napa County Public Works municipalities is inconsistent and, at times, inadequate.

The Town's Response:

The Town disagrees. The Town publishes the Annual Consumer Confidence report online and issues a media release (examples provided). Operation (and testing) of public water distribution systems are heavily regulated by the State of California. The Town takes great pride in operating a well maintained system which meets or exceeds the State requirements for the Towns Water Distribution System. In addition, all complaints regarding water related issues are followed up by town staff and noted in a complaint log (copy provided) a member of town staff responds to the complaint, conducts an investigation, and follows up with the responsible party. In cases where there is a concern, or the system is in other than normal operations the Town uses a variety of options to communicate with the public including media release, social media and emergency notification systems (NIXLE) (examples provided).

F4. Napa County Public Works officials are aware of existing T&O and color issues and a number of municipalities are assessing and testing various treatment options for improvement, including long-term capital improvement projects.

The Town's Response:

The Town partially disagrees. The Town is not responsible for the treatment of the water supplied to Town customers. Water Treatment operations and processing are conducted at Rector Reservoir Treatment Plant which is owned and operated by the California Department of Veterans Affairs (CDVA/Veterans Home). The Veterans Home is in the process of a project to remedy some of the past T&O issues that have been reported and are consistent with treatment and processing failures at the plant.

F5. Public Works official's countywide treat T&O and color issues as less important than Federal and State regulated contaminant standards, thereby minimizing T&O and color concerns in their water treatment standards and reporting.

The Town's Response:

The Town disagrees. The Town (and Town Staff) treat all complaints with the same urgency and concern as evidenced by the complaint, and response log provided in previous examples. T&O can be an indication of distribution system (or treatment plant) health, and other than normal operations, as such staff responds promptly to investigate, remediate (if needed), and follow up with the responsible party on the results of the complaint.

F6. All municipalities lack formal written procedures for the handling of water quality complaints.

The Town's Response:

The Town partially disagrees. The Town does not know what written procedures exist at other agencies and Rector Reservoir. The Town staff does have a complaint log but does not have a formal written policy. A written policy will be developed and implemented on, or before June 30, 2020 per the Grand Jury request.

F7. There are large disparities in household drinking water and wastewater rates between the municipalities, with smaller up-valley cities in Napa County paying much higher costs for the same amount of residential drinking water and wastewater.

The Town's Response: The Town agrees. However, the Town notes that water and wastewater rates are highly governed by a number of state laws. The rates cannot exceed the actual costs to deliver that service in each community based on its water supply, maintenance and operations costs, capital improvement program costs, and personnel and other costs. The rate setting process is typically on a 5-year cycle and is governed by the majority protest and other procedures of Propositions 218 and 26 and their implementing state laws.

F8. Residents of mobile home parks, gated communities and apartment buildings do not always receive communication about water quality or taste and odor issues – rather the owner/operator/manager of the site receives required water quality notifications and is not required to pass the notification on to individual residents.

The Town's Response:

The Town does not entirely agree. The residents in town receive notification of all other than normal water operations from a variety of methods- including the Yountville Sun, The Myville app which includes the current news feature and a report application as well, NIXLE Alerts and a variety of social media applications. This is typical for all town water customers and does not exclude the residents on any of the examples listed in F.8. The Town continues to work on more effective and efficient communications in all of the interactions with the public.

RECOMMENDATIONS

R1. Each Napa County municipality's Department of Public Works explain on its City and/or Department of Public Works website, in water invoices, via social and other local media, what ongoing water quality tests are taken, where and when are they taken, and what is required if results do not meet USEPA and State standards. Each of Napa County's five Department of Public Works should implement these actions no later than June 30, 2020.

The Town's Response: The recommendation has been implemented. The Town currently includes information such as its Customer Confidence Report (CCR) on its website at www.townofyountville.com and has in the past utilized social media and media releases to inform and educate its residents on water quality issues. The Town commits to continuing this recommended action. The Town notes that it does not operate Rector Reservoir which is operated by the California Department of Veterans Affairs (CDVA/Veterans Home) and as the water treatment facility operator that department should also be included in sharing this information.

R2. Each Napa County municipality's Department of Public Works advise citizens of known and anticipated T&O and color issues by notices on its Department of Public Works website and within social media and news media. Each of Napa County's five Department of Public Works should implement these actions no later than June 30, 2020.

The Town's Response: The recommendation has been implemented. The Town has previously utilized and will continue to utilize its website at www.townofyountville.com and social media and media releases to inform and educate its residents on water quality issues. The Town commits to continuing this recommended action. The Town notes that it does not operate Rector Reservoir which is operated by the California Department of Veterans Affairs (CDVA/Veterans Home) and as the water treatment facility operator that department should also be included in sharing this information.

R3. Each Napa County municipality's Department of Public Works identify, evaluate, and estimate water treatment process improvements and longer-term capital improvement programs that could mitigate T&O and color issues in their respective water treatment operations. Each of Napa County's Department of Public Works should implement these actions no later than June 30, 2020 for the 2021/2022 budget year.

The Town's Response: The recommendation will not be implemented because the Town is not the operator of the water treatment plant facility at Rector Reservoir. The Town is a wholesale water customer of Rector Reservoir which is operated by the California Department Veterans Affairs (CDVA/Veterans Home). As it is not the owner or operator of Rector Reservoir and water treatment plant facility, the Town does not have jurisdiction over this facility and cannot implement this recommendation, although it does agree with the recommendation as it is consistent with the Town's own long-range capital planning and improvement program policies.

R4. Each Napa County municipality's Department of Public Works publish T&O and color quality measures and results as part of their Annual Consumer Confidence Water Quality Report provided to citizens. Each of Napa County's Department of Public Works should implement this action in the 2019 Report published by June 30, 2020.

The Town's Response: The recommendation has not yet been implemented, but will be implemented in the future by the June 30, 2020 deadline.

R5. Each Napa County municipality's Department of Public Works establish a formal written complaint policy identifying how complaints should be received, processed, tracked, responded to, and reported, including a written complaint resolution notice to be issued for every complaint. Each of Napa County's Department of Public Works should implement these actions no later than June 30, 2020.

The Town's Response: This recommendation has been partially implemented and full implementation is expected by June 30, 2020. The Town has an IOS and Android app called MYville which has a "report it" feature allowing residents to report on a number of complaints to town staff, including water quality complaints. The Town is receptive and agrees to evaluate its current processes and to look at ways to improve the process for managing water quality complaints including development of a written formal policy.

R6. Each Napa County municipality's Department of Public Works establish a formal written communication policy identifying how to better communicate to and interact with customers in mobile home parks, gated communities, and apartment residents that are beyond the water meter. Each of Napa County's Department of Public Works should implement these actions no later than June 30, 2020.

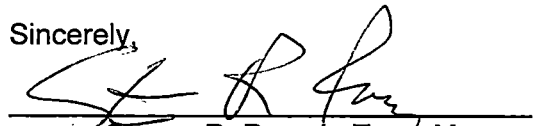
The Town's Response: The recommendation has been partially implemented and full implementation is expected by June 30, 2020. The Town has an IOS and Android app called MYville which has a "report it" feature and a news feature which shows current Town-provided information allowing residents (including those in mobile home park communities and apartment complexes who may have individual meters) access to information from the Town on water quality and other issues. The Town is receptive and agrees to evaluate its current processes and to look at ways to improve the process for communicating to residents beyond the water meter including development of a written formal policy.

R7. The LAFCO Municipal Service Review of drinking water and wastewater countywide resources recommendations are due in February 2020. Each Napa County municipality's senior municipal elected officials should review, evaluate, respond to, and where appropriate, incorporate the LAFCO MSR recommendations into each Napa County municipality's operating and long-range plans. Each of Napa County's senior municipal elected officials should implement these actions by no later than June 30, 2020.

The Town's Response: The recommendation requires further analysis as the referenced report has yet to be completed or released and is expected in February 2020. The Town agrees that review and consideration of implementation of possible recommendations contained in the LAFCO MSR is important. As with other recommendations and reports from LAFCO, the Town is committed to a thorough review and analysis of this report once it is published in early 2020. However, before the Town can commit to implement a course of yet unknown recommendations, it would be appropriate for the Town to review, evaluate, and fully understand the scope and implications of the recommendations contained in the LAFCO MSR.

The Town welcomes and appreciates the Grand Jury's interest in the Town's operations, as well as the opportunity to respond to the findings and recommendations contained in the report.

Sincerely,


Steven R. Rogers, Town Manager
Town of Yountville

Attachments:

F1/R4

WATER QUALITY REPORT



Town of Yountville

"The Heart of the Napa Valley"

2018

The Town of Yountville is pleased to report that the drinking water supplied to you meets or exceeds state and federal public health standards for drinking water quality and safety. California water retailers, including the Town of Yountville, are required by law to inform customers about the quality of their drinking water. The results of the testing and monitoring programs of 2018 are included in this report. If you have any questions, please contact the Town of Yountville Utility

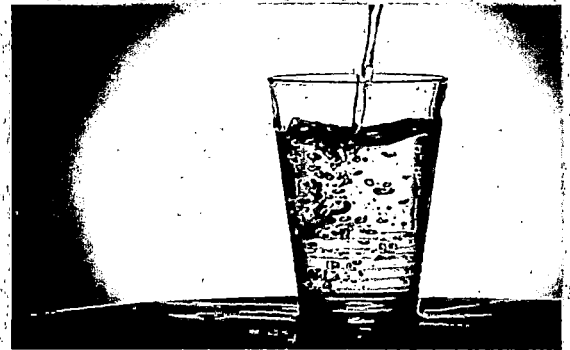
ENSURING THE SAFETY OF YOUR DRINKING WATER

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board, Division of Drinking Water (SWRCB, DDW) prescribe regulations which limit the amount of certain contaminants in water provided by public water systems.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's **Safe Drinking Water Hotline: 1-800-426-4791**

Para obtener esta información en español, por favor visite nuestro sitio web:
www.townofyountville.com

© llámenos al (707) 944-8851



Your Water System

The Town of Yountville's main source of water is supplied from Rector Reservoir, which is owned and operated by the California Department of Veterans Affairs (CDVA) (707) 944-4800. They are responsible for conducting all the required water sampling for water source data for the year. Chlorine is added to the water to help ensure that the water is safe when it is used by customers. The Town purchases water from the CDVA and distributes it in pipes under Town streets to customers. Town staff takes water samples from the distribution system for testing for coliform and general physical properties as required by the California State Water Resources Control Board, Division of

Drinking Water (SWRCB, DDW). Disinfection by-products samples are also taken for Haloacetic Acids and Trihalomethanes, four times per year. Disinfection by-products are trace elements left in the water after chlorination. Additionally lead and copper samples are taken every three years with the most recent cycle occurring in 2018. In addition to the routine lead and copper sampling conducted by the Town, in 2018 lead samples were collected at Yountville Elementary School as required by Water Permit Amendment 2017PA_Schools_2810007. Sample results verified that all (6) sample points were well below the action level and in some cases not detectable at all.

Distribution System Information

Monitoring for bacteriological constituents in the distribution system is required to determine the presence of micro biological contaminants such as Coliform, Fecal Coliform, and E. Coli.

Definitions:

MCL: Maximum Contaminant Level. The highest level of a contaminant that is allowed in drinking water. Primary MCL's are set as close to the PHG's (or MCLG's) as is economically and technologically feasible. Secondary MCL's are set to protect the odor, taste and appearance of drinking water.

MCLG: Maximum Contaminant Level Goal. The level of a contaminant in drinking water below which there is no known or expected risk to health. Set by the U.S. Environmental Protection Agency.

MRDL: Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG: Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard: MCL's and MRDL's for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

MFL: Million Fibers per Liter

RAA: Running Annual Average

MG/L: Milligrams per Liter (Parts per Million)

µG/L: Micrograms per Liter (Parts per Billion)

AL: Action Level

ND: Not Detectable

DLR: Detection Levels for purposes of reporting.

Coliform Bacteria Sampling

Minimum number of monthly samples required:	3
Maximum number of monthly positive samples allowed (MCL):	1
Average monthly number of samples taken in 2018:	3.4
Total number of samples taken in 2018:	41
Maximum number of positives in one month:	0
Total number of E. Coli sample positives:	0
Number of months in violation:	0

Chlorine Residual Monitoring

Disinfection is required to keep water safe, and chlorine is the agent used to disinfect. Chlorine dosage is strictly regulated so that the water has just enough without it being dangerous. The maximum residual level for Chlorine is 4 MG/L (milligrams per liter), and the minimum is 0.2 MG/L. The common level for our systems is between 0.75 and 1.5 MG/L.

MRDLG (MG/L)	MRDL (MG/L)	Range (MG/L)		RAA (MG/L)	Meets Standard Yes/No	Source
		Low	High			
4	4	0.61	1.39	1.05	Yes	Drinking Water Disinfectant

Disinfection By-Products Sampling

Disinfection by-product samples are taken for Haloacetic Acids and Trihalomethanes, which is currently done four times per year. Disinfection by-products are trace elements formed in the water after disinfection with Chlorine.

By-Product	MCL (µG/L)	Range (µG/L)		RAA (µG/L)	Meets Standard Yes/No
		Low	High		
Trihalomethanes	80	21	37	29.625	Yes
Haloacetic Acids	60	14	22	17.125	Yes

