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06/03/2024

Nicholas Alviani
Lead Registered Environmental Health Specialist (REHS)
Lane County Drinking Water Program
151 W 7th Ave Suite 430
Eugene, OR 97401

Subject: **Formal Complaint Regarding Water Safety Incident on May 28, 2024**

Dear Mr. Alviani,

Thank you for your service of protecting our water system. Unfortunately, I am writing to formally lodge a complaint concerning a significant water safety incident that occurred on May 28, 2024, affecting residents of Devonshire Drive and Chelsea Lane within the Staffordshire subdivision, Eugene, Oregon.

This letter serves as my request for a formal investigation into the incident to ensure such an event does not recur. Below is my understanding of this incident:

1. Incident Description:

- On May 28, 2024, a loss of water pressure was experienced in the pipes servicing the aforementioned streets. This pressure loss triggered a boil water alert at the state

level due to potential contamination risks. However, a proper alert was not communicated to the affected residents. Instead, an inadequate and misleading message was disseminated.

2. Communication Failure:

- Karen B., who handles our community's phone alert system, sent out a phone message advising residents to run their water until the air was out of the pipes, omitting any mention of the boil water alert. This occurred because Don B., the director of maintenance for Staffordshire Water Systems and Karen B.'s husband, failed to inform her of the critical boil water alert. This information I obtained directly during a conversation with Don B.

Consequently, the affected residents were not properly notified and may have been exposed to unsafe drinking water. This is a serious event that should never happen again.

3. Testing and Results:

It is not clear to me how much time passed between the boil alert and the results of the mandatory water quality tests. Fortunately, according to Don B., the water test results were negative for harmful contaminants. Regardless of this outcome, there was a period when the affected residents were not informed.

I will provide a copy of this letter to the president of Staffordshire Water System Inc. (SWS) through the new communication procedure he recently implemented in the hope that SWS might improve its alert system procedures.

As per my understanding, Garren Friedemann, Operations Manager at Delta Operations (corporate headquarters located at 4678 Isabelle St. Eugene, OR 97402, telephone number (541) 505-9968), which is contracted by Staffordshire Water Systems Inc. to ensure water safety, holds the primary responsibility for maintaining water quality and safety. The state of Oregon licenses Delta Operations and/or its employees and thus expects adherence to all safety protocols. The failure to quickly and accurately communicate the boil water alert points to a serious oversight in these responsibilities. Even though a Staffordshire Water System board director had the boil alert information and failed to inform his wife to include this crucial information in her "All Call" phone announcement, I understand that the state of Oregon ultimately holds our contractor responsible.

Requests for Investigation:

I request the Lane County Drinking Water Program to investigate this incident thoroughly. Specifically, I seek clarity on the following points:

1. Why the boil water alert was not communicated to the residents of Devonshire Drive and Chelsea Lane as required.
2. The role and responsibility of Delta Operations in this failure.
3. The actions to be taken against those found negligent.
4. Measures to ensure such lapses do not occur in the future.

Attachments:

To support my complaint, I am attaching the following documents:

1. Drinking Water Report for Real Estate Served by STAFFORDSHIRE WATER SYSTEM Public Water System, OR41 00290
2. Staffordshire Water System Site Data, OR41 00290
3. Staffordshire Water System Public Notices, OR41 00290
4. Staffordshire Water System Water Advisory Details

I also request that a complaint number be assigned to this issue and logged according to established procedure and that I be kept informed of the progress and outcomes of the investigation.

Thank you for your attention to this serious matter. I trust that the Lane County Drinking Water Program will take the necessary steps to address this issue promptly and ensure the safety and well-being of the residents of the Staffordshire subdivision.

Sincerely,

Stephen Short