

On Tue, Jun 4, 2024 at 2:43 PM LC HS EH Drinking Water
<DrinkingWater@lanecountyor.gov> wrote:
Stephen,

Thank you very much for reaching out and providing all this information related to the recent boil advisory at Staffordshire and detailing your concerns regarding the response from the water system.

Regarding the incident on 5/28, lane county was made aware of the incident on 5/28 and I worked closely with Delta Operations regarding response and advisory. Lane County posted the advisory on the public water system data base on 5/28 once informed.

Public Page: <https://yourwater.oregon.gov/inventory.php?pwsno=00290>

Complaint follow up: OHA and Lane County respond to complaints with water system operators, document response in contact reports on the online data base, and all complaints are listed as anonymous. No complaint numbers are issued for complaints regarding water systems as per Oregon Health Authority Drinking Water Services program.

Incident Description/Communication Failure: Lane County received the original sent message and I contacted Delta to request they re-issue the appropriate boil advisory as the original messaging did not meet the required standards in accordance to Drinking Water Rules, with-in 1 hour Delta Operations reissued the advisory with correct required language. This is a very important failure which was identified during the event which needed additional follow-up with Delta Operation and Staff. I am sorry the first message was received and was not adequate. It is important to get the proper boil advisory information to residents as soon as possible during these types of events and I think it is an appropriate frustration when communication breakdowns occur. Separately the communication breakdown on site is definitely an issue which needs attention. It is important all responsible parties are aware of the proper protocols and response during an emergency, communication is key to maintaining public health and safe drinking water during emergencies. I believe this is an area for discussion with Lane County, Staffordshire, and the Delta Operations.

Testing Result and Lifting Advisories: Water system sampling and lifting advisories based on absent bacterial samples is the responsibility of the water system. However there is no specific language regarding this process for water systems and can be done in different ways. Part of responding to an emergency is continued communication even after the incident. I believe the water system should be more clear about this process in the future. After discussing this last issue with Delta Operations it seems the water test was collected on 5/29 and reports received on 5/30. The result were shared with Staffordshire on the same day. Unfortunately, it does seem like this information was not shared to you or other residents which can continue the confusion regarding this event. I hope this process can also be improved with regards to future similar events.

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.

Response: Delta Operations contacted lane county regarding the loss of pressure incident on 5/28, we discussed proper procedures, advisory, public notice and resampling. The advisory was sent on 5/28 to lane county noting it was to be distributed to effected residents at the public water system. Though I am not sure when the communications were fully dispersed, it seems that this process could be improved for any future emergencies and notices. I have reached out to Garren specifically to discuss improvements to this process. This includes going over response from responsible parties, training for staff at delta regarding best management practices around loss of pressure events and boil advisory notices. We discussed improving the water systems emergency response plan, going over this plan with on site contacts, and updating emergency contact list to ensure communication can be distributed quickly to effected community members.

2. The role and responsibility of Delta Operations in this failure.

The roles in this incident for Delta and Garren as your DRC (Direct Responsible Charge) goes into the contract which Staffordshire has with Delta. In regards to responsibility I believe they are responsible for notifying on site contacts responsible for disseminating information to residents, providing advisory/public notice or help create one, and repairing issue and sampling with regards to this incident.

3. The actions to be taken against those found negligent.

After the complaint was filed, Lane County contacted the Delta Operations to discuss the complaint. I discussed three specific items to improve regarding this incident.

1. training for staff to help improve response by Delta for this and other water systems: Going over best management practices, loss of pressure incident response, sampling responsibilities, and required public notices.

2. Improving emergency response plan for the water system: go through the plan and update the plan to improve the response for loss of pressure events, have public notice templates available on site. Have copy of emergency plan more available for responsible onsite community members.

3. Update contact list for emergency response plan to ensure all customers are notified properly.

4. Measures to ensure such lapses do not occur in the future.

After discussing these objectives for the water system, the emergency response plan will be reviews by lane county during the upcoming water system survey and staff training will be confirmed with delta once it has been completed.

Lane county does take complaints seriously and we do conduct follow up on all complaints in hopes to improve public water systems in lane county. If you have any further questions or concerns feel free to reach out again.

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