



STATE OF IDAHO
DEPARTMENT OF
ENVIRONMENTAL QUALITY

1410 North Hilton • Boise, Idaho 83706 • (208) 373-0502
www.deq.idaho.gov

Governor Brad Little
Director John H. Tippetts

September 17, 2019

Mr. Ricardi Duvil, Ph.D.
Environmental Engineer
US Environmental Protection Agency Region 10
1200 Sixth Ave., Suite 900, OWW-193
Seattle, WA 98101

Subject: Idaho DEQ Fiscal Year 2019 Annual Report on Capacity Development

Dear Mr. Duvil:

Enclosed is a report on the Idaho Drinking Water Program's capacity development efforts for state fiscal year 2019 (July 1, 2018–June 30, 2019).

The Idaho Department of Environmental Quality continues to support the capacity development program because enhancing the technical, financial, and managerial capabilities of the state's small drinking water systems (97% of the state's public drinking water systems are classified as "small" or "very small") is essential to a safe public water supply.

Sincerely,

A handwritten signature in blue ink that reads "Barbara J. Jones".

Barbara J Jones
Drinking Water Capacity Development Analyst

BJ:tg

Enclosures

2019 Annual Capacity Development Implementation Report to the US Environmental Protection Agency

State Fiscal Year 2019
(July 1, 2018–June 30, 2019)



**State of Idaho
Department of Environmental Quality**

2019



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Introduction

The Idaho Department of Environmental Quality's (DEQ's) Drinking Water Program implements the state's capacity development program. The following annual capacity development implementation report describes capacity development efforts during state fiscal year 2019(July 1, 2018–June 30, 2019). This report contains all of the required United States Environmental Protection Agency (EPA) reporting elements for the annual state capacity development program implementation report.

Capacity development program accomplishments are funded with set-aside monies from the EPA Capitalization Grant of the Drinking Water State Revolving Fund.

No major modifications to DEQ's Capacity Development program were made for SFY2019.

1 Capacity Development Strategy

Infrastructure assets, reliability in operation and management and cost-effective long term sustainability require a sustained and collaborative technical assistance effort. DEQ is responsible for implementing the state's drinking water capacity development strategy. In 1989, the DEQ director appointed the Drinking Water Citizens Advisory Committee (DWAC) to determine the status of Idaho's PWSs and to make recommendations for improving system capacity to deliver safe drinking water to Idaho citizens. In July 2000, the DWAC issued a report listing its findings and recommendations, which helped to establish the state's capacity development strategy.¹ The report of findings is available on request. As a result of the DWAC findings, DEQ published *A Strategy for Improving the Financial, Technical, and Managerial Capacity of Idaho's Public Drinking Water Systems* in July 2000, which guides the state's capacity development program. This report can be found at:

<http://www.deq.idaho.gov/media/60179907/capacity-development-strategy.pdf>

Capacity development is recognized as being a key component of the State's core drinking water program and assistance is available to any water system that has a need and is willing to work with DEQ or its partners in achieving compliance.

Idaho's Capacity Development Strategy is in the process of being updated. The strategy is intended to meet regulatory requirements of the Safe Drinking water Act while providing a flexible framework to enhance public health protection, provide accountability, and assist water systems with targeted assistance.

Legal Authority

The State of Idaho Code Section 39-118, requires that prior to constructing, extending, installing or operating a public a public water system; plans must be submitted to the Department and

¹ *Report of Findings: On Improving the Technical, Financial, and Managerial Capacity of Idaho's Public Water Systems*, Drinking Water Citizens Advisory Committee to the Idaho Department of Environmental Quality, July 2000.

approved in writing. The Idaho Rules for Public Drinking Water Systems (IDAPA 58.01.08.500 addresses capacity requirements for public water systems).

2 Technical, Financial, and Managerial Capacity for New Public Water Systems

States participating in the Drinking Water State Revolving Fund loan program are required by the 1996 amendments to the federal Safe Drinking Water Act to ensure that all new community and nontransient, noncommunity water systems demonstrate adequate technical, financial and managerial (TFM) capacity (i.e., capabilities) before the system deliver water to beginning operation. To fulfill the federal Safe Drinking Water Act requirements, the “Idaho Rules for Public Drinking Water Systems” (IDAPA 58.01.08.500) require that owners of new PWSs demonstrate TFM capacity. Engineering documents include a facility plan, preliminary engineering report, demonstration of technical, financial and managerial capacity and plans and specifications. Section 500 of the Drinking Water Rules provides facility and design standards for the demonstration of TFM capacity of public drinking water systems. DEQ coordinates with local management, developers and utilities to ensure capacity development requirements are being met.

Capacity Development for new community water systems also includes water systems that are developed to provide cost-effective solutions to existing public health problems such as unsafe individual wells or surface water sources within a specific geographic area. These water systems can receive Drinking Water State Revolving Funds (DWSRF) to assist with construction. These water systems are subject to the facility and design standards in Idaho Rules for Public Drinking Water Systems.

There were 28 newly regulated public water systems identified in SFY2019. Of those 28 systems, 16 were classified as transient water systems. Seven were non-community non-transient public water systems and 5 were community water systems, which are listed in Table 1. The systems on this list were newly discovered or existing systems whose population in 2019 met the criteria to be regulated. The systems received various levels of capacity development assistance such as evaluation of their current system, development of sampling plans, finding qualified operators, monitoring requirements, etc.

Table 1. New Community and NTNC public water systems for SFY 2019

ID	NAME	System Type	Active Date
ID1280216	LONE MOUNTAIN ESTATES	C	1/17/2019
ID2250146	FIRST APOSTOLIC ACTS CHURCH	NTNC	11/19/2018
ID3140263	GAYLE MANUFACTURING CO	NTNC	2/7/2019
ID3140274	IDAHO YOUTH RANCH HANDS OF PROMISE	C	6/6/2019
ID3230085	NOVITAS ACADEMY THERAPEUTIC HIGH SCHOOL	C	10/11/2018
ID3230086	RP EMMETT LLC	NTNC	3/28/2019
ID5070095	MOUNTAIN HUMANE	NTNC	2/5/2019
ID5070096	SAGE SPRINGS SUBDIVISION	C	2/4/2019

ID5070097	STARWEATHER ESTATES	C	1/15/2019
ID5420108	BETASEED INC	NTNC	5/16/2019
ID6030070	INTERMOUNTAIN GAS COMPANY	NTNC	1/1/2019
ID6060123	FEDEX DISTRIBUTION CENTER BLACKFOOT	NTNC	4/1/2019

None of the above systems were on the Enforcement Targeting Tool list as an enforcement priority during SFY2019.

Engineering Assistance

DEQ reviews the TFM aspects of new PWS plans and specifications. A portion of this review is funded by the State Revolving Fund 2% Technical Assistance Set-Aside Grant. The list of new system tracked items includes:

- Facility Plans
- Preliminary Engineering Report
- O & M Manual
- Well Site Evaluation
- Well Completion Report
- Technical, Financial and Managerial Capacity Documentation

Technical Assistance

New water systems are assigned a public water system number that corresponds to the regional office that has jurisdiction over the water system. Additional assistance includes:

- Monitoring Schedules
- System Classification Requirements
- Operator Licensing Information
- Water System Inventory Information

3 Technical, Financial, and Managerial Capacity for Existing Public Water Systems

DEQ continues to provide ongoing TFM training and assistance to owners and operators of the state’s small public water systems. For the reporting period ending June 30, 2019, The State of Idaho had 2002 active public water systems. Based on EPA’s classification of drinking water systems, 97% of Idaho’s 2002 public water systems (PWSs) are classified as “small” or very small”.² Of the 2002 systems, 1769 are classified as very small, 174 are small, 36 are medium, 21 are large, and 2 are very large.

²EPA size classifications for public water systems:

- Very small water systems serve 25–500 people.
- Small water systems serve 501–3,300 people.
- Medium water systems serve 3,301–10,000 people.
- Large water systems serve 10,001–100,000 people.
- Very large water systems serve 100,001+ people.

Identifying Systems that Need Assistance

Compliance data, sanitary survey information, and the Enforcement Tracking Tool (ETT) are utilized to identify systems in greatest need of technical assistance. DEQ also conducts Level 2 Site Assessments following an *E.coli* maximum contaminate level (MCL) violation. These assessments are used to identify sanitary defects or issues that led to the violation and recommend corrective actions to resolve the issue. Eight Level 2 Assessments for MCL violations were completed by staff during the reporting period. An additional 58 Level 2 Assessments were required for multiple total coliform positive samples in a 12 month period or insufficient repeats.

Enforcement Tracking Tool

As of June 30, 2019, the ETT list had 58 existing systems on the list. All required and received various assistance actions. The technical assistance provided included one or more of the following:

- Contacting the owner/operator by phone for technical assistance.
- Providing the owner/operator a tutorial of our Public Switchboard: www.deq.idaho.gov/pws-switchboard (*Idaho DEQ's hub of all Drinking Water Information: Rules, Monitoring Schedules, Lab Forms, Drinking Water Watch, Training Calendar, etc.*). This allows the operator to obtain information about various DEQ programs, access to state and federal regulations and policies, and downloads of instructional aids.
- Performing a site visit to evaluate system operations or to conduct RTCR assessments.
- Providing the operator with technical assistance through referral to a third party service provider.
- Providing Auto Dialer reminder calls and emails.
- Providing written correspondence such as for failure to monitor letters, e-mail, etc.
- Taking enforcement actions when necessary.

The number of water systems on the ETT list each quarter varies based on unplanned health-based violations such as MCL's or *E. coli* events, in addition to RTCR, significant deficiencies and monitoring violations. Each violation is responded to by field staff and reported during quarterly meetings. Public water systems with a systemic pattern of violations are placed under an enforceable action to return it to compliance. The number of water systems on the ETT list with health based violations and an ETT score of 11 or greater decreased 25% from July 2018 to April 2019. In SFY 2019, a new reporting measure was added to track compliance with contact time (CT) requirements. Surface water, GWUDI, and ground water systems with required CT must have a minimum disinfectant residual level entered in SDWIS to be in compliance with this requirement.

Ground water rule violations including failure to consult and failure to address significant deficiencies have trended upward in the past three years. DEQ, along with our third party providers are working together to decrease this number through targeted technical assistance.

Technical and Compliance Assistance

DEQ Regional Office and District Health Department Drinking Water Staff—One avenue of disseminating information is through drinking water staff in DEQ’s six regional offices and seven district health departments. One-on-one contacts are an effective method of assisting system operators. Regional offices are located in the following cities throughout the state:

- Boise
- Coeur d’Alene
- Idaho Falls
- Lewiston
- Pocatello
- Twin Falls

Idaho’s seven district health departments, listed below, are under contract with DEQ to provide technical assistance to the state’s small PWS owners and operators. Very small system owners are most challenged by Safe Drinking Water Act requirements because they typically depend on volunteer or part-time operators and have limited financial resources.

- Panhandle Health District
- Public Health–Idaho North Central District
- Southwest District Health
- Central District Health Department
- South Central Public Health District
- Southeastern Idaho Public Health
- Eastern Idaho Public Health District

Public Water System Switchboard—The Switchboard provides system owners and operators with links to rules, checklists to assist in the preparation of plans and specifications, public notification templates, sanitary survey forms, drinking water system classification requirements, operator licensing, and more. See www.deq.idaho.gov/pws-switchboard.

- **Consumer Confidence Reports (CCR)** – The CCR reporting tool links owners and operators to water system sample results and violation history report to assist in preparation of their CCR. Information is provided regarding electronic report delivery and a link to EPA’s CCR iwriter at: <http://www2.deq.idaho.gov/water/ccrtool/MainPage> In 2018, the CCR report tool was updated to reflect reporting requirements under the RTCR. System owners who do not have access to a computer or the Internet can contact DEQ to receive hard copies of the CCR templates, instructions, and a listing of the system’s violations and detections by mail.
- **Cyanotoxins** – Approximately 5% of public drinking water systems in Idaho draw from surface water that may be at risk for cyanobacteria, commonly referred to as harmful algae blooms (HABs). In SFY 2019, a link was added to provide water systems with public health advisory information and resources for managing cyanotoxins in drinking water. See <http://www.deq.idaho.gov/water-quality/drinking-water/drinking-water-health-advisories/cyanotoxins/>

- **Disinfection Byproducts (DBP)**—This link provides direct access to information for the Stage 1 and Stage 2 DBP rule. See <http://www.deq.idaho.gov/water-quality/drinking-water/pws-tips-guidance/disinfection-byproducts/>
- **Lead in Drinking Water**—Resources for the lead and copper rule are available on this site. The link includes rule information, templates regarding lead and copper sampling protocols, sample site selection, and consumer notifications of lead tap results and public education templates. There is also a link regarding lead in school drinking water, which contains health risk information, free testing information for public schools, and EPA’s 3Ts guidance.
- **Monitoring Schedules**—Water system operators and owners can easily review their current year monitoring requirements with this application. The report also identifies if the monitoring requirement has been satisfied once the sample has been entered into the Safe Drinking Water Information System (SDWIS).
- **Lab Forms**—This application can be used by system operators or owners to produce laboratory request forms. The application uses data in the state drinking water database to identify samples that are due during the current year. See www2.deq.idaho.gov/water/DWLabForms.
- **Sample Results**—Monitoring results are available online through DEQ’s SDWIS database by using the Sample Results tool at <http://dww.deq.idaho.gov/IDPDWW/>.
- **Record Retention Schedule**—This application provides water system operators and owners with the required retention schedule for all monitoring and reporting records.
- **Revised Total Coliform Rule (RTCR)** —This link provides water system operators and owners access to assessment forms to evaluate potential sanitary defects following a total coliform positive triggering event, seasonal start-up procedures, and sample siting plans. See <http://www.deq.idaho.gov/water-quality/drinking-water/revised-total-coliform-rule/>
- **Drinking Water Program Feedback Form** - To better serve our customers, program staff created a “Drinking Water Program Feedback Form”. This allows the public to identify areas where the Drinking Water Program can provide them better service.

Autodialer—DEQ has provided automated telephone and e-mail reminders to owners and operators of PWSs since 2010, to help inform them of upcoming sampling deadlines. This low-cost, high-impact activity has been well received by the operator community and resulted in a 62% reduction in failure-to-monitor violations (*comparing 2009 to 2018*). The calls have been expanded to include reminders for RTCR seasonal start up procedures and lead consumer notification at homeowner’s taps. The auto-dialer has also been used to notify water systems impacted by a regional power failure of the need to disinfect and flush the system.

Health Advisories - DEQ program staff have assembled and posted drinking water health advisories for Perfluorooctanoic Acid (PFOA) and Perfluorooctane Sulfonate (PFOS) in addition to Blue-Green Algae and Harmful Algae Blooms (HABs). In 2019, information on manganese was added as a contaminant of interest. Health advisories are non-enforceable technical guidelines to provide information on contaminants that can cause human health effects and are known (or anticipated) to occur in drinking water.

Postcards - Statewide, community and noncommunity nontransient water systems due for lead/copper monitoring received sampling reminders. Seasonal water systems were sent postcard reminder regarding their seasonal start up procedures.

Engineering Review for Existing Systems

In state fiscal year 2019, DEQ's completed review of 1095 projects related to drinking water capacity. These projects included review of:

- Facility Plan, Master Plans, Comprehensive Plan
- Operation and Maintenance Manual
- Plan and Specification Submittal
- Plans and Specifications approved by a Qualified Licensed Professional Engineer
- Record drawings
- TFM Capacity Documentation
- Request for waiver of IDAPA rules
- Well completion report
- Public Drinking Water System Well Site Evaluation

4 Sanitary Survey

Comprehensive sanitary surveys continue to be a fundamental public health protective tool for assessing, evaluating, and documenting the TFM capacity of PWSs throughout the state. The surveys assist owners and operators in both short-term and long-term planning activities associated with their systems.

These surveys are also used to coordinate activities between DEQ (the primacy agency) and third-party service providers such as the Idaho Rural Water Association (IRWA) and Rural Community Assistance Corporation (RCAC). These collaborative efforts have become increasingly important to leverage limited resources among organizations for the collective benefit of the public.

DEQ staff is in the process of developing a new version of the sanitary survey for use in SFY2020.

Sanitary Survey Procedures

In an effort to maintain consistency and ensure the sanitary survey process is backed by the enforceability of the rule requirements, a standardized sanitary survey (SS) form is utilized to evaluate the status of a public water system and to ensure the protection of public health. During the reporting period, 433 sanitary surveys were completed.

Highlights of the SS form are listed below:

- The SS form incorporates a comprehensive review of a systems technical, financial, and managerial capacity.
- The SS form, which has been developed in Excel, utilizes conditional formatting to automatically identify "significant deficiencies" as red, "deficiencies" as green, and "recommendations" as yellow. This helps the inspector to quickly identify issues that need to be corrected.
- Each question in the SS has an associated SS report statement that can be placed into a report template for more efficient report generation.

- Each report statement identifies the rule citation to identify the authority for the requirement.

Online SS Inspection Form

To assist system owners and operators in preparing for their next sanitary survey, the “State of Idaho Public Water System Sanitary Survey” form used by state inspectors is available on DEQ’s website at <http://www.deq.idaho.gov/media/60176938/sanitary-survey-form.xlsx>.

Having this form available online provides increased transparency to the inspection process and enables system owners or operators to collect data in advance that they might not otherwise have available in their daily operations. The SS form also standardizes the nature of the inspection, thereby ensuring all systems are held to the same standard regardless of system location or inspector, and decreases the time necessary to complete the inspection for both the inspector and the water system representative.

Inspectors encourage system operators to conduct self-inspections of their systems with these forms. Using this form has allowed operators to correct deficiencies in advance of the inspector’s arrival at the system. This demonstrates the educational value of the self-inspection process.

Preliminary Inspection Findings Form

The Preliminary Inspection Findings Form (PIFF) allows sanitary survey inspectors to leave a list of identified deficiencies with system operators so they can begin to make corrections immediately. At the bottom of the PIFF, a section is provided where operators can request “Free Technical Assistance” from third party service providers. This allows the operator to get help in the following areas: financial management, specialized training, technical assistance, system operation, and source water protection. Twenty water systems requested assistance through this process and the PIFFs were provided to the following third party service providers:

- **Idaho Rural Water Association (IRWA)**
- **Rural Community Assistance Corporation (RCAC)**

Idaho Rural Water Association—DEQ collaborates with IRWA to identify water systems in need of on-site technical assistance. On a quarterly basis, IRWA provides DEQ with a “Technical Assistance List and Tracker”. The tracker delivers updates as to the support IRWA provided to Idaho public drinking water systems. For the reporting period, cross connection control plans, asset management plans, operation and maintenance manuals and operator licensure issues were addressed. A listing of the systems IRWA assisted is shown in Attachment 1.

Rural Community Assistance Corporation—RCAC provided DEQ with an Idaho implementation plan for its EPA training grant contract titled “Training and Technical Assistance for Small Drinking Water Systems to Achieve and Maintain Compliance through Assessing and Addressing Deficiencies.” Specific assistance to small water systems is shown in Attachment 2.

5 Training Opportunities

Continuing education and training opportunities are offered to water systems by a number of different training providers.

The Idaho Drinking Water Program focuses on web-based resources and training materials available to assist with planning. The program continues to educate members of the water industry through DEQ's "Public Water System Switchboard," where water operators can obtain information about various DEQ programs, access state and federal regulations and policies, and download instructional aids. The Switchboard can be accessed at www.deq.idaho.gov/water-quality/drinking-water/pws-switchboard. This location is intended to be a "one-stop shop" for information owners and operators need. Some of the training information provided on the Switchboard is described below:

- **Training Calendar**—The Switchboard has a link to a comprehensive training calendar. The calendar is populated by trainers with class information as soon as it is available. This calendar provides timely information about training for owners and operators of PWSs.
- **Cross-Connection Control**—A link provides answers to frequently asked questions about cross-connection control. It also explains what a cross-connection is and advises water purveyors on measures that must be taken to protect their water systems against contamination and pollution from cross-connections.
- **Lead in Drinking Water**—This Switchboard button provides links to information and templates regarding lead and copper sampling protocols, lead and copper sample site selection, and consumer notice of lead tap results. Information is available on how to reduce exposure to lead in drinking water.
- **Revised Total Coliform Rule (RTCR) Training**—A link provides access to a free American Water Works Association (AWWA) eLearning course on "Maintaining and Achieving RTCR Compliance for Small Systems." The Switchboard also links to the DEQ website where detailed rule information for the RTCR can be found.
- **Sanitary Survey Continuing Education Units (CEUs)**—CEUs are provided by DEQ to the operators of systems classified as "Very Small" water systems, "Distribution 1", and Distribution 2 systems for successfully completing limited pre-inspection "homework" activities, actively participating in the enhanced sanitary survey and follow-up corrective action planning associated with the enhanced sanitary survey. During the reporting period, DEQ issued 60 CEU certificates. Details of this program are available online at the Switchboard by clicking on "Sanitary Survey CEUs."
- **Sanitary Survey Form**—The "State of Idaho Public Water System Sanitary Survey" form used by DEQ drinking water inspectors is available to system owners and operators for use as a checklist to prepare for their next sanitary survey.
- **"How to Sample" Videos**—The American Water Works Association water sampling procedure videos (via YouTube) demonstrate sampling techniques for various contaminants.
- **Operation and Maintenance (O&M) Training Videos**—The EPA has developed a new webpage titled, "Water & Wastewater Utility Operation and Maintenance Training for Small, Rural Systems" that contains operation and maintenance training modules.

Additional Training and Workshop Opportunities

DEQ Regional Operator Workshops—DEQ’s six regional offices recognize the value of local, face-to-face training and hold drinking water workshops in their areas on an as-needed basis for system operators and owners. In 2019, workshop topics focused on lead and copper rule requirements, water quality sampling locations, public notifications, and consumer confidence reports. 0.6 CEUs were provided for attendees.

Source Water Protection Workshops—DEQ staff conducted four regional source water protection workshops for operators and water system staff. Information was presented on how source water protection can be integrated into asset management and the tools and resources available to assist with developing source water protection plans, emergency response plans, and funding source water protection projects.

Water Quality Loan Program—The water quality grant and loan program participated in several speaking engagements around the state promoting the program. These conferences included the DEQ Surface Water Workshops, Idaho Rural Water Association, Idaho Reuse Conference, Association of Idaho Cities, Idaho Environmental Health Association conference, and a Funder’s Fair hosted by Idaho’s congressional delegation. These trainings provided an overview of the funding opportunities provided by DEQ and how to complete a construction project with SRF dollars. Staff also provided a funding booth at the Association of Idaho Cities and the Southern Idaho Operator Training events.

IRWA Statewide Training—During the reporting period, DEQ staff in collaboration with the Idaho Rural Water Association, conducted trainings to operators during the Spring IRWA conference regarding source water protection funding, how to use the Public Water System Switchboard and water/wastewater project funding options. IRWA offers classes for operators. Available classes and schedules may be accessed at www.idahoruralwater.com and are displayed on the DEQ training calendar at www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar.

Environmental Finance Centers—The ten national EFCs provide various webinars to help address the financial and managerial training needs of operators in Idaho. Available classes and schedules may be accessed on the EFC website at <http://efc.sog.unc.edu/event/table/allevnts> and are displayed on the DEQ training calendar at www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar.

Idaho Bureau of Occupational Licenses (IBOL)—Additional information on operator training requirements is provided by IBOL at its Idaho Training and Continuing Education Reference Guide website at <http://ibol.idaho.gov/IBOL/BoardAdditional.aspx?Bureau=WWP&BureauLinkID=130>. Approval letters provided to new training vendors include a request to populate their training events into the training calendar at www.deq.idaho.gov/water/TrainingEventCalendar/DisplayEvents/InitEventCalendar.

6 Grants and Loans

Information and solicitation for Letters of Interest (LOI) are sent annually to PWSs and consulting engineers for planning grants or DWSRF loans with DEQ. Systems who submit LOIs get on a priority list for the upcoming fiscal year.

The Planning Grant Program provides assistance to eligible public drinking water systems for facility planning projects designed to ensure safe and adequate supplies of drinking water. Grants awarded under this program are used to develop engineering reports identifying the most cost effective, environmentally sound method of upgrading a public drinking water system to achieve and maintain compliance with state and federal standards. Grants cover up to 50% of eligible planning costs, with a matching share funded by local sources. In SFY 2019, DEQ approved 9 drinking water planning grants.

DEQ's DWSRF provides below-market-rate interest loans to help repair or build new drinking water facilities. The SDWA allowed states to establish a DWSRF program to assist public drinking water systems with financing infrastructure upgrades needed to protect public health and achieve and maintain compliance with the SDWA requirements. The DWSRF authorizes grants to states to capitalize revolving loan funds. A revolving loan is a self-replenishing pool of money, using annual Federal capitalization grants, investment earnings, and interest and principal payments on old loans to issue new loans. In SFY 2019, DEQ awarded 6 water system loans totaling approximately 6 million dollars.

7 Program Review

DEQ is continuing efforts to revise the guidance document titled *How to Demonstrate Financial, Technical, and Managerial Capacity in New Public Water Systems*, which describes the elements of water system infrastructure, financing, management, and operations that should be considered to demonstrate to DEQ the TFM capability of new or substantially modified community or nontransient noncommunity PWSs. The guidance is intended to assist new or substantially modified PWSs in developing TFM capacity and thereby ensure the consistent delivery of safe drinking water.

DEQ will prioritize efforts to track capacity development efforts through:

- Sanitary Surveys
- Compliance History and Trends
- DWSRF Program
- Third Party Provider Contact
- Engineering Reviews

8 Triennial Capacity Development Report to the Governor

Every three years, DEQ submits a report on the state's capacity development program to the governor of Idaho. The most recent triennial report was submitted in 2017. Historic annual and triennial capacity development reports are available on-line at: <http://www.deq.idaho.gov/water-quality/drinking-water/capacity-development/>.

**ATTACHMENT 1-Technical Assistance Provided to Small Water Systems
By Idaho Rural Water Association (IRWA)**

EPA T/TA Grant Period 2018 - 2019
Idaho Rural Water Association (IRWA)
Technical Assistance List and Tracker
(Last Updated 7/28/2019)

Order of Operations for Addressing PIFF Requests:

1. Call regulator listed on PIFF to obtain comprehensive list of deficiencies. [Request copy of Sanitary Survey if available and relevant](#) (i.e. PIFF does not include all deficiencies or more information is needed). Document phone call on tracking sheet.
2. Call operator or contact person listed on PIFF to discuss progress, including what has already been resolved and any issues they still require assistance with or have questions about. [Be sure to advise system contact to provide DEQ/PHD with a strategy of resolving deficiencies and a timetable for completing the work. Regulator can provide guidance on format \(template/form filled out, phone call, email\)](#). Record conversation on tracking sheet.
3. Contact IRWA field staff if onsite assistance is needed or if technical issues are unclear. Contact Adrianna for guidance if needed. Record on tracking sheet.
4. Follow up with system if contact is not made during first attempt and record all attempted contact. Follow up with system after field staff visits them in person. Follow up with field staff if future visits are planned. Record on tracking sheet.
5. [As deficiencies are addressed, advise system to inform DEQ/PHD of progress. Once issues are resolved, system must document and provide evidence to regulating authority \(photos, form filled out.. what is the regulator's preference?\).](#)
6. [If the system states that deficiencies have been addressed, make a final call to regulating contact. Mark as "Status: Closed" when all issues have been resolved to a satisfactory degree according to regulating authority.](#)

Status: Closed

Date Added: Referral received from Barbara Jones on 1/5/2018

Date Completed: 10.30.2018

PHD Contact: Jamie Barton

PWS Numbers/Name: West Branch Bible Church PWS#1090262

Location: Priest River, Bonner County (N Idaho)

PWS Contact Name: Brandon Runckel

PWS Contact Phone: 208-448-0603

PWS email: none given

Type of assistance requested: Financial, system operation, source water protection

Description: *Future potential deficiencies include well seal is not vented and need some sealing around well. Well is not assessed.*

Progress: Adrianna left a voicemail for Brandon on 2/5/2018. <called Brandon, system is really struggling with issues to their well (stopped working over the weekend). Replaced everything including pressure tank. They can use indoor plumbing, but when they use a spigot the water pressure drops within two minutes. Not sure how to flush chlorination out of the system with such low water pressure. Courtne sent his contact information along to Paul Sifford to drop in and diagnose the problem. 7.25.18><Paul visited the system and diagnosed the problem. He recommended that the system call IRWA-Support Services to have them conduct a drawdown and recovery test on the well, as well as sound the well. They will be setting up a meeting to finish this in the future. IRWA will continue to work with the system and Jamie Barton in regards to the other issues identified. 7.31.18><Emailed Paul to see if there has been any recent updates 10.30.18> <Contacted Brandon to follow up – they were unable to accept Paul's recommendations from the previous meeting due to funds, but they were able to fix the issue of low water

pressure and chlorination flushing by replacing their tank. Brandon said they had completed their task of fixing the well seal vent. I reminded him to contact PHD to let them know that their deficiencies were resolved. 10.30.18><contacted Jamie to confirm their deficiencies were resolved, and she said things looked good 10.30.18>

Status: Open

Date Added: Referral received from Barbara Jones on 6/15/18

Date Completed: 7.17.2019

DEQ/PHD Contact: Sarah Kelsay, 208-373-0302

PWS Numbers/Name: **Bogus Basin Mountain**, #4080003

Region/Location: Boise County (SW Idaho)

PWS Contact Name: Daniel See

PWS Contact Phone: 208-861-5567

PWS Email: n/a

Type of assistance requested: technical assistance, requested leak detection help

Description: *significant deficiencies: turbidity meter needs to change location, screen replaced on flow to waste on pump house for clear well, move the overflow pipe on the storage tank, replace vent screen on 12,000 and 25,000 storage tanks, and put a cover the wooden boards in the clear well. No potential violations.*

Progress: <Sarah said the only concern the system had was leak detection. 7.10.18> <called Daniel. Said Pipeline Inspection Services came up to take a look and didn't have much to do. They have over 1200 feet of pipe, and he said they were going to start "digging holes" for better access to pipes. Told him I would have our new circuit rider come visit when he gets started. 7.18.18><Left voicemail for Daniel 10.30.18><Daniel called back, said he could use the assistance with leak detection in early spring. He will be looking more into testing in spring to identify the leak location. Daniel stated that he has resolved the issues regarding the cover on the wooden boards and has replaced the screens. He and the Board are discussing options for moving the turbidity meter and overflow pipe. He anticipates more work on this in the spring. 11.20.18><Adrianna met Bogus Basin's new operator-in-training, Sam, at one of IRWA's training classes in July. Adrianna mentioned the PIFF, sanitary survey, and they discussed the current issue with leaks. Adrianna encouraged Sam to reach out if they were still interested in leak detection. 7.17.2019>

Status: Closed

Date Added: Referral received from Barbara Jones on 6/29/18

Date Completed: 4/3/2019

DEQ/PHD Contact: Jesse Bennett, 208-236-6160

PWS Numbers/Name: **Sunbeam Water** #6390007

Region/Location: Power County (SE Idaho)

PWS Contact Name: R. Michael Parrish

PWS Contact Phone: 208-406-3500

PWS Email: mparr8891@aol.com

Type of assistance requested: financial

Description: *No responsible charge water operator, well casing not vented, need ventilation at pump house, seal on water storage, manhole is not 24" for storage, O & M Manual*

Progress: <called Jesse, system has had long-standing deficiencies and is under a Compliance Agreement Schedule. At the time of inspection the system had no operator and if they have not filled the position, they will (or already have been) fined. 7.10.18> <called Michael Parrish, they have done some reaching out for water operators with no luck. Courtnie emailed him the link to the DEQ Water Contractors search engine, as well as provided the contact for three operators within an hour's drive from the water system. IRWA will send a Circuit Rider to follow up on other significant deficiencies and check in. 7.10.18> <Jeremy from RCAC contacted Michael Parrish and discovered they now have a contracted operator (Jeff Choules). 9.12.18> <Courtnie emailed Michael Parrish to follow up 10.30.18><Left a voicemail to Jesse

Bennet to get system phone number and get an update 12.6.18><Left a voicemail for Jesse Bennet to get system phone number and get an update 1.15.19><update from Jesse; system has corrected some significant deficiencies and closed their compliance agreement schedule, but may still have some outstanding deficiencies. 1.17.19><Left a voicemail for Michael Parrish 1.28.19><contacted Michael Parrish, he is confident in the way the system is running, feels things are smooth and stable, and that he can contact us as needed. 4.3.19> <called Jesse, left voicemail to check in 4.3.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 6/22/18

Date Completed: 2.13.19

DEQ/PHD Contact: Trina Burgin 208-236-6160

PWS Numbers/Name: **City of Dayton**, # 6210004

Region/Location: Franklin County (SE Idaho)

PWS Contact Name: Richard Reeder

PWS Contact Phone: 208-766-3256

PWS Email: r_s_reeder@yahoo.com

Type of assistance requested: financial, training, technical, system operation, SWP

Description: *vent screens, lid gaskets, all boxes checked for technical assistance.*

Progress: <called Trina. System has no CCCP in place, but DEQ sent along an example draft.

Additionally, system needs to apply for a waiver for their source water spring, as it is not enclosed with a fence.7.3.18> <called Richard. Still hasn't completed CCCP but most likely other things have taken priority; believes waiver issue comes from lack of communication during personnel turnover. Spring is too large to be fenced but the system has taken precautions to prevent contamination. Courtnie recommended that Richard call Dayton's water engineer to see if assistance was needed for the waiver process. System receives IRWA materials and information and will call if they need further assistance. 7.10.18> <Courtnie sent the PIFF information along to Melinda Norris (SWP) and Jeff Cook (DW Circuit Rider) and asked them to follow up with Dayton. IRWA will check in with Jeff and/or Melinda following a visit to the system. 7.10.18> <Jeremy from RCAC called and left a voicemail 9.12.18> <Melinda followed up with the Richard Reeder regarding the waiver and found out it had not yet been submitted to DEQ. Jeff is now in contact with Richard to assist with the waiver. 11.16.18><called Richard for an update, system is still in progress of filling out the forms for the waiver. CCCP has been developed, still in the works of being implemented. System has adopted the sample plan provided by DEQ. System has not resolved the deficiencies of the Sanitary Survey, said they will contact DEQ to get specifics on measurements of screens and gaskets needed. 12.6.18><Contacted Richard for an update, stated that the waiver had been completed and submitted to DEQ for processing. The CCCP has been developed and will be implemented this spring. They are lined out to fix deficiencies in the spring. 1.15.19><Update from Trina via email, she is aware of their CCCP, they will submit the application for the waiver soon, and they are planning on drilling another DW well. 1.16.19><Adrianna spoke with Richard on the phone on 2.12.19 while she was in the area and offered to come visit. Richard said they had the waiver under control, and they had their CCCP draft written and were preparing for a public meeting to implement it. Adrianna referred Richard to IRWA's website for educational backflow material to give customers and other helpful items for implementing a CCCP. Richard said they did not need further help at this time, but will call if needed.>

Status: Closed

Date Added: Referral received from Barbara Jones on 8/17/18

Date Completed: 1/15/2019

DEQ/PHD Contact: Aaron Trevino – 208.736.2190

PWS Numbers/Name: **View Water Development Company**, #5160043

Region/Location: Cassia (SE Idaho)

PWS Contact Name: Beverly Searle

PWS Contact Phone: 2086701599

PWS Email: csearle@pmt.org

Type of assistance requested: Technical

Description: *Vent Screen on storage tank not 24 mesh. Potential Violations: overflow screen/storage facility, site sampling plan PBCU, Manhole access on storage tank, CCCP policy*

<called Aaron on 8.22.18. System needs assistance on line detection. The system only had two deficiencies: storage overflow was blocked and had no screen, and the storage vent had no screen. PIFF recommended the system repair the storage tank as it is beginning to corrode. However, there were no impending health risks at the time of the inspection.>

Progress: <Called Beverly on 8.22.18, she has not yet begun correcting those deficiencies. She was adamant that she needs line detection assistance ASAP. Contacted Adrianna for best course of action.

Emailed Jeff on 9.5.18 to put him on the case for line detection.> <Contacted Jeff regarding an update, said he visited the system sometime in September 10.30.18><Followed up with Beverly, Jeff was able to assist with the line detection which they were very grateful for. Jeff mentioned the option of having their system GIS mapped, Beverly is in progress of discussing that with the Water Board. Beverly stated that the CCCP should no longer be an issue as Michael Brown of DEQ assisted with that last year. She is in progress of updating DEQ on her progress with deficiencies, one of which being that many houses in her system have water softeners, making it difficult to develop a good site sampling plan (she says only about 6 or 7 houses are acceptable sampling sites). 10.30.18> <Left voicemail for Aaron to see if he was aware of water system progress. He responded and let me know that the system requested an extension to fix their deficiencies until the end of December, and have a planned completion date of December 31st.

12.6.18><contacted Beverly, she has received some training material and is making plans to attend some of our classes. She said the system has completed fixing their deficiencies but hasn't finished their report to Aaron just yet. She is waiting for the weather to improve so infrastructure is easier to access for photos.

1.15.19><left voicemail for Aaron checking in, 4.3.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 8/31/18

Date Completed: 4/3/2019

DEQ/PHD Contact: Jacob Ward, 208.737.5903, jward@phds.idaho.gov

PWS Numbers/Name: **Banburys Hot Springs #5420003**

Region/Location: Twin Falls (SW Idaho)

PWS Contact Name: Enoch Olsen

PWS Contact Phone: 208.316.3215

PWS Email: Olsen.enoch@gmail.com

Type of assistance requested: Source Water Protection

Description: *No significant deficiencies, potential violation: needs written site sample plan*

Progress: Left Jacob a voicemail 9.17.18><called Mr. Olsen to discuss the SWP assistance as well as the site sample plan. He said he has an appointment for SWP help on 10/4, and is just starting to look into the site sample plan. I told him to give us a call for more assistance with SWP if needed, and to check in with us if he needed help with the plan. I also asked him if he would like to stay in contact with IRWA and learn more about our trainings and other benefits, and he agreed. I signed him up for our email notifications. 10.1.18><Followed up with Enoch, the survey for the Site Sample Plan was conducted, but the wells were misplaced in the map. He was confident that once their mapper redoes the GPS and corrects the mistakes, they will be able to move forward with the plan. Enoch is now receiving our email updates and says he finds them useful. 11.20.18><left a voicemail for Enoch to follow up with site sample plan 1.15.19><called Enoch, system has not made progress with site sample plan, is working on replacing well seals and conducting sampling. Enoch has stayed in contact with PHD on their progress, and says there is nothing for IRWA to contribute at this time. 4.3.19> <contacted Jacob with PHD, agrees that the plan is still in progress and there is no assistance IRWA can currently provide. Will stay in contact in the meantime. 4.3.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 8.31.18

Date Completed: 10.3.18

DEQ/PHD Contact: Jamie Barton, 208.415.5208, jbarton@phd1.idaho.gov

PWS Numbers/Name: **Blue Diamond Marina**, #1090216

Region/Location: Bonner (N Idaho)

PWS Contact Name: Carolyn Deshler, owner

PWS Contact Phone: 208.443.2240

PWS Email: info@bluediamondmarina.com

Type of assistance requested: Technical (treatment)

Description: *Significant deficiencies: RP valve must be inspected annually, no potential violations pending*

Progress: Left voicemail for Jamie on 9.17.18. Jamie stated the big issue with their system is that they run out of water supply during the peak summer season. The owner wants to start utilizing surface water to keep up with the demand. Jamie suggested she contact IRWA about what the process of surface water treatment looks like. Courtnie sent the contact information to Adrianna to discuss the options with her. 9.18.18> <Adrianna called and discussed the illegal and unsafe nature of using both lake water and well water for potable and non-potable uses. Carolyn said that she had hired a contractor to come look at treatment and supply options before making any decisions. Adrianna advised Carolyn that sampling requirements will increase if surface water is used in the distribution system. Adrianna also strongly advised Carolyn to discuss the topic with Jamie and to not make any decisions or hire anyone to do any work without first getting written approval from DEQ or PHD. Carolyn said she had already submitted a written plan to Jamie to address Sanitary Survey issues. IRWA has determined at this time that she has a reasonable plan moving forward. 10.4.18>

Status: Open

Date Added: Referral received from Barbara Jones on 8.31.18

Date Completed:

DEQ/PHD Contact: Jacob Ward, 208.737.5903, jward@phds.idaho.gov

PWS Numbers/Name: **Kum Ba Yah Church Camp**, #5420034

Region/Location: Twin Falls (SW Idaho)

PWS Contact Name: Jason Coon, Manager

PWS Contact Phone: 208.421.4730

PWS Email: southhillsretreatcenter@gmail.com

Type of assistance requested: general

Description: *No Significant deficiencies or potential pending violations.*

Progress: Left Jacob a voicemail 9.17.18><Left Jason a voicemail on 10.1.18> <Spoke to Jason and he said they are having sampling trouble. Water samples are frequently positive for coliform. They recently bleached their system and were able to get a negative sample, but Jason asked for assistance in reducing the frequency of positive samples. Courtnie emailed IRWA Circuit Rider Jeff Cook (cc'd Adrianna) to put him in touch with Jason and provide technical assistance. Jeff made contact with Jason, and because the positive bacteria hits are coming from both spring and well sources, he recommended changing his sample points and discussed procedures. Jeff plans to visit again when the system reopens in the spring. 10.10.18><Checked in with Drinking Water Circuit Rider Jeff Cook on 4.28.2019 and he verified that Kum Ba Yah was on his list of systems to visit shortly. 4.29.2019><Adrianna called and left a voicemail for Jason Coon on 5.30.2019><Adrianna called and left a message with Jason on 7.9.2019.>

Status: Closed

Date Added: Referral received from Barbara Jones on 8.31.18

Date Completed: 1.28.2019

DEQ/PHD Contact: Trina Burgin, 208.236.6160, trina.burgin@deq.idaho.gov

PWS Numbers/Name: **Whitney Nashville**, #6210020

Region/Location: Franklin (SE Idaho)

PWS Contact Name: Daren Foster (?), president

PWS Contact Phone: 208-221-8827

PWS Email: df.whitney1@gmail.com

Type of assistance requested: Training assistance

Description: *Significant Deficiencies: small hole in well caps #2 and #4, film/growth in storage reservoir #2*

Progress: Left Trina a voicemail on 9.17.18 <There was no phone number listed for contacting the operator. Courtnie sent an email to Daren (cc'd Adrianna) informing him of our organization and explaining the resources we provide, as well as a link to our website where he can find training materials. I recommended he join our email list to keep updated on current trainings. I also informed him we provide onsite technical assistance for free if he has any concerns he would like help with.

10.10.18><emailed operator again (cc'd Adrianna) reminding him that we can provide assistance with his survey deficiencies 12.6.18>Received email from Trina with contact information on 1/16/19><contacted Daren, says they have resolved the deficiencies from the sanitary survey. Requested a training calendar and to be added to the training email contact list. He is considering becoming a licensed operator, so I mentioned the apprenticeship program that would allow him to test for a class II after completing two years of training with one of his certified operators. 1.28.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 9/21/18

Date Completed: 5.31.2019

DEQ/PHD Contact: Jamie Barton, Public Health, 208-415-5208

PWS Numbers/Name: **Wolf Lodge Campground**, PWS# 1280202

Region/Location: Kootenai (N Idaho)

PWS Contact Name: George T Push, owner

PWS Contact Phone: 805-451-7974

PWS Email: yvonny@aol.com??

Type of assistance requested: General

Description: *Screen on storage tank vent is torn and must be replaced. Other: well discharge line does not provide smooth-nosed sample tap, storage tank may need relocating, pressure tank will need isolation valves, no check valve on well discharge between pump and shot off valve, non-sample taps are not backflow preventative, free chlorine residual not made frequently for detection of variation in demand. Recommendations: flow meter for well discharge line installed, storage tank be cleaned every 5 years, free chlorine residual measured daily*

Progress: <Left Jamie a voicemail 10.10.18> <Jamie responded that the system may need assistance with leak detection or chlorination technique 10.10.18><contacted owner (spoke to a woman, certainly not George), she stated that the storage tank vent was replaced and PHD was contacted. She also said they have a company that will assist them with chlorination technique and with leak detection. The system is closed for the winter, so I let them know that they can contact IRWA for assistance on other deficiencies if needed when they reopen next year. 10.30.18>To do in spring– ensure sample taps have been replaced, isolation valves have been added to pressure tank, check valves have been added to well discharge, backflow assemblies have been added to non-sample taps, chlorine residuals are improved. Check with PHD contact first.><Contacted Jeremy Peirsol at RCAC to see if he had worked with them. His response was “Wolf lodge didn’t know what I was talking about when I called them and were not interested in my help.” 4.29.2019><Left a voicemail for Jamie Barton with PHD asking if she had received confirmation of wolf Lodge resolving their problems or not. Trying to find out if they still need assistance from her end first. 5.30.2019><Jamie responded to my email on 5.31.2019 and said that all deficiencies had been resolved. 5.31.2019>

Status: Closed

Date Added: Referral received from Barbara Jones on 11/4/18

Date Completed: 2.13.19

DEQ/PHD Contact: Trina Burgin, DEQ

PWS Numbers/Name: **Fairview Water District**, #6210006

Region/Location: Franklin (SE Idaho)

PWS Contact Name: Debbie Gregory, secretary

PWS Contact Phone: 208-852-3377

PWS Email: fvwater@live.com

Type of assistance requested: Financial (rate reviews, budgeting, finding loans, capital improvement plans), Training, Technical (line location, leak detection)

Description: *Potential violations: gasket for 100,000 gallon storage tank, screen for storage tank overflow, pressure gauge for well #2 not working*

Progress: Adrianna recommended I have Jeff Cook drop in and discuss the PIFF with the staff, 11.4.18><Called Trina, she is out of office until December 3rd 11.20.18><Courtne contacted the system and spoke with Debbie Gregory, secretary. They need some assistance in developing a budget for their system and have an interest in training courses that might be of use in that area. Courtne contacted Barbi for an answer to that. Courtne also passed the PIFF and contact info for the system to Jeff Cook to assist them with the leak detection and line location they requested. 11.20.18><update from Jeff: Visited this week and discussed deficiencies with Debbie, working on a schedule for any assistance needed. Discussed UMC training as an opportunity for them to get help with budgeting and financials, as well as mentioned our Water Board Bible. Mailing them a copy of our Water Board Bible 12.7.18><followed up with system, Debbie says the deficiencies of the survey have been resolved but she is working on other things for DEQ before she submits her report to them. She was informed she needed some training on Cross Connection Control. I will be putting her in contact with one of our staff to give her guidance. 1.15.19><Adrianna responded via email and said she will be in contact with the system in a couple days. 1.16.19><Trina provided update; system needs to work on CCCP, and needs to figure out high turbidity issues with springtime runoff. 1.16.19><Adrianna will be visiting with Debbie and other Fairview staff the week of 2/4 while she is in the area 1.29.19><Adrianna spoke with Debbie on 2.12.19 on the phone. Debbie said they were on top of the potential deficiencies and had their CCCP under control. Adrianna informed Debbie of upcoming backflow certification training in her area. 2.13.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 11/9/18

Date Completed: 1.28.19

DEQ/PHD Contact: Trina Burgin, DEQ

PWS Numbers/Name: **Fish Haven Pipeline**, #6040011

Region/Location: Bear Lake (SE Idaho)

PWS Contact Name: Henry A. Howell

PWS Contact Phone: 208-945-2680 or 208-317-7499

PWS Email: henryahowell@gmail.com

Type of assistance requested: Technical assistance (line location via GPS)

Description: *Potential violation: replace gasket on 10,000 gallon storage tank lid – crickets observed*

Progress: Adrianna recommended we refer Fish Haven to some private consultants for line detection 11.12.18><Called Trina, she is out of office until December 3rd. There is no contact information for the system itself. 11.20.18><received contact information from Trina. 1.16.19><Spoke with Henry on the phone and he said the water system has resolved the potential violation involving the storage tank lid. I gave him the contact information for several consultants for GPS services. 1.28.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 12/14/18

Date Completed: 2.14.19

DEQ/PHD Contact: Trina Burgin, 208.236.6160

PWS Numbers/Name: **City of Aberdeen**, PWS#6060001

Region/Location: Bingham County (SE Idaho)

PWS Contact Name: Robert L Goss, Public Works supervisor

PWS Contact Phone: 208-604-2631

PWS Email: rgoss@.net?? Can't read form.

Type of assistance requested: Training Assistance

Description: No significant deficiencies, potential violations: Well #3 vent and wires; Backflow preventer on sample tap well #2

Progress: Trina provided update on system. System requires a Cross Connection Control Plan and a written RTRC sample site plan. 1.16.19><update from Trina, the system was able to locate their CCCP. 1/28/19 Adrianna is still planning to visit Aberdeen in early February 1.28.19><Adrianna met with operators Vince King and Kelvin Bowles at a training on 2.13.2019. The operators said they had the RTRC sampling site plan and CCCP completed. Adrianna encouraged them to share that information with Trina at DEQ so she was aware it was taken care of. Circuit Rider Jeff Cook visited Robert Goss on 2.14.19 to go over the sample site plan and CCCP as well as the other items on the PIFF form. Robert will share the sample site plan and CCCP with DEQ and take care of the other items. 2.14.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 12/14/18

Date Completed: 5.31.2019

DEQ/PHD Contact: Jamie Barton, 208.415.5208

PWS Numbers/Name: **Valley Co-op**, PWS#1280196

Region/Location: Kootenai County (N Idaho)

PWS Contact Name: Todd McDevitt

PWS Contact Phone: 208-689-9761

PWS Email: N/A

Type of assistance requested: Assistance generally requested, no specifics

Description: Significant deficiencies: replace screen on well vent. Potential violations: replace lid on storage tank.

Progress: <Left a voicemail for Todd McDevitt, 1.28.19><left voicemail for Jamie 4.3.19><Response from Jamie: Valley COOP has just changed from transient to community so they may have wanted assistance with some of the changes that they are experiencing like the need to do a Consumer Confidence Report or Cross Connection Control Program. They may also need help with figuring out new rates now that expenses have gone up significantly. Owner is new to community system management and is overwhelmed with understanding new requirements. May be looking for an operator and may benefit from a rate study 4.4.19> <left voicemail for Todd, 4/5/19><Contacted Jeremy Peirsol at RCAC to see what his interaction with the system has been. Jeremy said that he had no luck getting in contact with anyone from Valley Co-op; nobody ever answered or returned his calls. 4.29.2019><Called and left voicemails with Jamie Barton and with Todd McDevitt on 5.30.2019.><Received a response from Jamie Barton on 5.31.2019 stating that all of the issues with Valley Co-op have been resolved. If the system representative calls back we can certainly assist with any of his questions. 5.31.2019>

Status: Closed

Date Added: Referral received from Barbara Jones on 2/8/19

Date Completed: 4.5.19

DEQ/PHD Contact: Jamie Barton, PHD, 208-415-5208

PWS Numbers/Name: **River Country Motel and RV Park**, #1090023

Region/Location: Bonner (N Idaho)

PWS Contact Name: Brian Hooker

PWS Contact Phone: 208-664-7683

PWS Email: hhdozer@gmail.com

Type of assistance requested: general, unspecified

Description: No significant deficiencies, full report to follow

Progress:<left voicemail for Jamie 4.3.19><response from Jamie: River Country RV Park has a new owner that wants to make some changes to upgrade the system. New owner may need assistance with line detection and some general advice for system operations 4.4.19><contacted Brian, is currently deciding his next moves and doesn't think there's much we can help with at the moment. I introduced IRWA, mentioned our website, and told him a circuit rider would be in contact to establish a relationship for when he's ready to move forward in the system. 4.5.19> <emailed Gary the system contact information for him to contact the owner and make a further introduction to IRWA and our services. 4.5.19>

Status: Closed

Date Added: Referral received from Barbara Jones on 3/15/19

Date Completed: 4.29.2019

DEQ/PHD Contact: Steve Lampert, PHD 208-737-5913

PWS Numbers/Name: **Hansen's Hub**, #5160076

Region/Location: Cassia (SE Idaho)

PWS Contact Name: Merri Lynn

PWS Contact Phone: 435-230-3953

PWS Email: hansenshub@gmail.com

Type of assistance requested: Financial, Training, Technical, System Operation, Source Water Protection

Description: Significant Deficiencies: Hydro tank isolation valve, wellhead and gasket sanitary seals missing, backflow valve box needs to be cleaned out, test check valve, unknown purpose of 4" PVC pipe adjacent to well water level. Potential Violations: septic system is too close to well

Progress:<left voicemail for Steve 4.3.19><Steve returned call, RCAC rep Jeremy Piersol has visited the system for assistance on some repairs (emailed me the reports). System has no well logs or septic pumping logs. PHD could not locate the septic system, but has a hunch they are sitting over the aquifer. System is over 100 years old and has 2 septic tanks, both unknown location. White cap on white pipe was removed and chlorine smell was noted, suggesting compromised connection and poorly televised. Owners said septic system has been pumped four years ago but there's no record. Previous owners sold property to new owners May 2018 and since then have been struggling. In March 2019 the system conducted sampling and had total Coliform hits despite Pump Services coming out to conduct some repairs. RCAC repaired gaskets and vents (violations #27 and #29 in ESS report), and added new bolts and casings. System owners are very nervous and very confused, and need a lot of assistance. 4.4.19> <Passed PHD files and summary of deficiencies to Jeff Cook to arrange a meeting with the system 4.4.19><Jeff Cook had trouble working directly with Hansen's because they are a private, for-profit entity and therefore not eligible under his program. Jeff provided guidance to Jeremy Peirsol with RCAC and he was able to assist them. Reached out to Jeremy on 4.29.2019 and was informed he had wrapped up everything they had issues with and there were no further concerns. 4.29.2019>

Status: Closed

Date Added: Referral received from Barbara Jones on 4/26/19

Date Completed: 5.30.2019

DEQ/PHD Contact: Brent Copes, PHD, bcopes@cdhd.idaho.gov

PWS Numbers/Name: **Camas Estates Water Users** PWS#4200009

Region/Location: Elmore County, Mountain Home

PWS Contact Name: Michael Fuller

PWS Contact Phone: 208-599-0061

PWS Email: fullerm930@gmail.com

Type of assistance requested: Training, Technical Assistance.

Description: No significant deficiencies.

Progress: Sent email to Brent Copes asking for contact information for system representative. 4.27.19

Sent second email to Brent on 5.29.2019 and received contact information, which was also sent to Jeremy at RCAC.><Adrianna spoke with Michael Fuller on 5.30.2019. He is attending a 3-day certification

review class in Twin Falls the first week of June and plans to get licensed. Adrianna shared some of the resources that IRWA could offer and he will save their information. He is at a point where he doesn't yet know what he doesn't yet know, so he will most likely reach out in the future. He did ask about backflow prevention rules and Adrianna emailed him the IDAPA rules for this, as well as some educational material on cross connection. 5.30.2019>

Status: Open

Date Added: Referral received from Barbara Jones on 4/26/19

Date Completed:

DEQ/PHD Contact: Brent Copes, PHD, bcopes@cdhd.idaho.gov

PWS Numbers/Name: **Featherville Motel** PWS#4200016

Region/Location: Elmore County, Mountain Home

PWS Contact Name: Pat Christensen

PWS Contact Phone: 208-653-2410 (work) or (208) 653-2535 (residence)

PWS Email: cyndiesplace@yahoo.com

Type of assistance requested: Addressing significant deficiencies, all technical assistance except financial marked.

Description: Well not vented, not equipped with approved cap and gaps between casing and cap, missing smooth nosed sample tap on well discharge, screws needed on storage tank vents, missing check valve between pump and shut off.

Progress: Met with Jeremy with RCAC on 5.29.2019 to discuss PIFFs. He has been unable to get a response from Pat through phone calls, emails, and an in-person drop in. Circuit Rider Jeff Cook visited Featherville Water Corp recently and provided some background. The Motel is connected to the community Water Corp water system in addition to having their own well. The motel decided to "disconnect" from the Water Corporation system and just use their own well, and now is in the process of having to get up to compliance. Some contact information for regional stakeholders is included below. 5.30.2019>

Planning Team contact info for Featherville Water Corporation Source Water Protection Plan:

Name	Title or Organization	Contact Information
Gary Freeman	TEAM COORDINATOR Acting Association Water Board President, Featherville Townsite Water Corporation	(208) 653-2787 (residence) (208) 255-5206 (mobile) freeman@r2d-eng.com
Jex Hepworth	Resident and owner of the Featherville Resort that includes the following businesses: • Featherville Saloon • Featherville Motel • Kelly's Trading Post	(208) 653-2246 (residence) (208) 653-2310 (work) jhepworth@rtci.net http://www.feathervilleresort.com/
Cyndie and Pat Christensen	Residents, local business owners of Cyndie's Featherville Café	(208) 653-2535 (residence) (208) 653-2410 (work) cyndiesplace@yahoo.com

Status: Closed

Date Added: Referral received from Brent Copes, through Jeremy Peirsol (RCAC), on 5.2.2019.

Date Completed: 7/25/2019

DEQ/PHD Contact: Brent Copes, PHD, bcopes@cdhd.idaho.gov

PWS Numbers/Name: **Banks Store and Cafe** PWS#4080056

Region/Location: Boise Region

PWS Contact Name: Kolbie Douglas

PWS Contact Phone: none given

PWS Email: kolbiedouglas@gmail.com

Type of assistance requested: Significant deficiencies

Description: Well head bolts missing or loose, electrical conduit on well needs repair. All free technical assistance boxes checked.

Progress: Working with Jeremy from RCAC to coordinate assistance. Jeremy has made four attempts to contact them since 5/6/2019, both through email and phone calls. No response has been received as of 6/7/2019. Jeremy with RCAC was able to visit Banks Store in person, and was informed that everything listed on the PIFF had been taken care of and they did not want or need any further assistance. 7.17.2019 Adrianna sent an email to Brent Copes to confirm he was aware of the repairs. Brent confirmed on 7.25.2019.

Status: Open

Date Added: Referral received from Barbara Jones on 6.7.2019

Date Completed:

DEQ/PHD Contact: Jamie Barton, jbarton@phd1.idaho.gov

PWS Numbers/Name: **Arrowhead Ranch Water Company LLC** PWS#1090289

Region/Location: Bonner County, north Idaho near Cocolalla?

PWS Contact Name: Michael Bennett

PWS Contact Phone: 208-265-5555 05 208-610-1263

PWS Email: none provided

Type of assistance requested: Significant deficiencies, including operations and maintenance, sampling, and rule education.

Description: Need certified operator, well head must be vented, need RTCR sample site plan. Requested financial assistance as well.

Progress: Email correspondence with Jamie Barton on June 7th, 2019. Received Sanitary Survey and photo log from Jamie. This is a newly regulated system so there is no sampling data for them yet. Called and left voicemail for Michael on 7.17.2019. Jamie thought they had plans to have an operator hired by beginning of July. 7.17.2019 Adrianna left a voicemail for Michael on 7.17.2019.

Status: Closed

Date Added: Referral received from Barbara Jones on 7.9.2019

Date Completed: 7/25/2019

DEQ/PHD Contact: Steve Lampert, slampert@phd5.idaho.gov

PWS Numbers/Name: **Gannett Homeowners Assn** PWS#5070086

Region/Location: Blaine County

PWS Contact Name: Joel Hall, President

PWS Contact Phone: 208-721-7867

PWS Email: jghallmt@gmail.com

Type of assistance requested: Significant deficiencies and all forms of Technical Assistance requested.

Description: Need isolation valve on tank, totalizer meter not functioning, exposed electrical wires, backflow testing not complete. All boxes for technical assistance checked.

Progress: Email sent to Steve to confirm PIFF information and check on progress. No changes have been made that he is aware of. Jeremy Peirsol with RCAC called Gannett but their voice mailbox was full. He sent a text and will let Adrianna know if he hears back. 7.17.19 Jeremy visited with Gannett and created a map for them of their backflow devices. He is also working on a capital improvement plan for them. Jeremy shared information on backflow testing and the services that IRWA can provide in that department and shared our contact information with them. 7.25.2019

Status: Open

Date Added: Referral received from Barbara Jones on 7.9.2019

Date Completed:

DEQ/PHD Contact: Steve Lampert, slampert@phd5.idaho.gov

PWS Numbers/Name: **Mountain Humane PWS#5070095** (NTNC)

Region/Location:

PWS Contact Name: Travis Zerba

PWS Contact Phone: 208-471-0420

PWS Email: tzerba@mountainhumane.org

Type of assistance requested: No significant deficiencies. Tires and piping should not be stored in the well house.

Description: Water system requested help with technical operations and with operations.

Progress: Checked in with Jeremy Peirsol at RCAC on July 17th. Jeremy briefly spoke with Travis but he was busy at the time, so they have plans to talk later. Jeremy and Adrianna will work together to assist after Jeremy's conversation with Travis. 7.17.2019

Status: Open

Date Added: Referral received from Barbara Jones on 7.9.2019

Date Completed:

DEQ/PHD Contact: Trina Burgin trina.burgin@deq.idaho.gov

PWS Numbers/Name: **City of Rockland, PWS#6390019**

Region/Location: Power County, near American Falls

PWS Contact Name: Kevin Ellett

PWS Contact Phone: 208-548-2489

PWS Email: operator@rocklandcity.com

Type of assistance requested: No significant deficiencies. Need sample site plan (RTCR?) and screen for water storage tank.

Description: Requesting assistance with rate study, leak detection, and funding.

Progress: This PIFF was referred to Jeff Cook, Drinking Water Circuit Rider for IRWA, on July 11, 2019. Jeff often teaches utility staff how to perform their own basic rate analysis and he is also versed in leak detection. Jeff has a sample site plan template and document listing funding agencies that he will share with Rockland as well. IRWA works regularly with Rockland and maintained close contact with Kevin and Joe since the passing of their long-time operator in 2018. Adrianna will work with Jeff to document progress and inform Trina when improvements have occurred. 7.25.2019

Training and Technical Assistance for Small Public Water Systems to Achieve and Maintain Compliance with the Safe Drinking Water Act

Training and Technical Assistance Report FY2019

Formal Classroom Conducted

- Certification Math Review (held three times)
- Water and Wastewater Specialist Apprenticeship Orientation (held twice)
- Emergency Response and Preparedness for Public Utilities
- Fire Hydrant Maintenance and Repairs
- Consumer Confidence Reports (held twice)
- Proper Sampling Technique

- Sustainable Utility Management for Water and Wastewater Utilities Workshop
- Fundamentals of Very Small Water Systems
- Fundamentals of Mathematics

Total classroom training hours obtained Year 1: 72.0

Total on-site hours obtained Year 1: 93.75

Total hours obtained for program year: 165.75 out of 165 required

On-site (at the system) Training and Technical Assistance Fourth Quarter

Assistance at the system (onsite) included some of the following topics:

- Emergency response and facilitation of equipment through IdWARN to help mitigate flooding and reduce damage to the drinking water infrastructure
- Source Water Protection Plan work and enhanced inventory
- Nitrate education and outreach for community with MCL violation
- Established plans to address significant deficiencies
- Operator development, certification, and retention assistance
- Assistance with community education for a system with flat rates regarding water and energy conservation and long term sustainability
- Leak detection and troubleshooting

**ATTACHMENT 2 - Technical Assistance Provided to Small Water Systems
By Rural Community Assistance Corporation (RCAC)**

Rural Community Assistance Corporation
May 2019 – July 2019



Technitrain Technical Assistance Idaho

Project Name	Summary	Status & Next Step
<p>City of Gooding DW FCA; Gooding, ID Drinking Water Rate Study <i>Referred by David Flesher, USDA RD</i></p> 	<p>Gooding is a community of over 3,000 located north and west of Twin Falls, ID in south-central Idaho. Primarily an agricultural area, Gooding has recently undergone major improvements to its drinking water system. RCAC has completed a rate study for the community to provide sustainable rates. RCAC recommended rate options for Gooding in February. City guidance provided for simplification of the structure, yet remaining with a flat rate among on water users, regardless of water meter diameter.</p> <p><i>Update:</i> The City is adopting new rates that will increase revenues by an estimated \$80,000 from the previous year. RCAC will be attending a public hearing to answer questions later this month. The bulk of new revenues will be collected by greatly reducing use rate subsidies for high volume users.</p> <p>RCAC completed an Emergency Response Plan which will be reviewed by the council. ERP/VA to be submitted to RD upon approval.</p>	<p>Report Completed. Attend public hearing on new rate increases.</p>
<p>Rolling Hills Water, Inc.; Bowmont, ID Board Building; Financial Capacity Building <i>Referred by David Flesher, USDA RD</i></p> 	<p>Rolling Hills Estates is a small public water system in south Canyon County near Bowmont, ID. The system hold a USDA facilities loan from about 20 years ago. Recently, Rolling Hills has had a change in board membership with questions surrounding past board members' handling of petty cash and cash payments. Since then, the new board has implemented new oversight policies, but continues to operate with rudimentary accounting practices.</p> <p>RCAC completed a one-on-one TA session on board roles and responsibilities as well budget creation and planning. The current secretary has been using the new budget document and has called for troubleshooting help 2x since the spreadsheet was created. Though this project has been completed, the system is aware that they can call RCAC TAPs any time.</p>	<p>Completed Left system with new itemized budget document and completed 4 hour 1 on 1 TA with Secretary/Treasurer.</p>

Project Name	Summary	Status & Next Step
<p>White Bird Financial reporting; White Bird, ID Financial Capacity Building</p> 	<p>White Bird's financials were not in line with GASB standards so RCAC worked with them to simplify their reporting structure and develop enterprise funds in QuickBooks to more properly reflect GASB standards. RCAC worked with City Clerk to update transactions to be current and accurate. So far we have organized their accounting system and prepared it for enterprise (fund) accounting by correcting errors in the system, consolidating excessive accounts. We have also corrected several errors which showed in the utilities financial statements.</p>	<p>Complete 1 on 1 TA Quick Books session completed.</p>
<p>Hazelton Rate Update Rate Study</p>	<p>The City of Hazelton is nearing completion on a drinking water construction loan. In 2018, RCAC conducted a rate study with Ty Long and a second addendum in November 2018 after the project experienced cost overruns. Hazelton adopted the new rate structures that were recommended; however, a significant number of new connections will be added to the system in fall 2019, which</p>	<p>In progress. On hold. Meeting scheduled with PWD to create a DW and WW</p>
	<p>necessitates the need for further rate evaluation when the Lakeview Apartments are brought into the drinking water system.</p> <p>Update: This project has experienced construction delays, so RCAC will re-evaluate rates in the fall when all new systems have been connected and have meters installed. Estimated first loan payment pushed back also due to construction not being completed.</p>	<p>ERP/VA on 8/14/19.</p>
<p>Wilder DW and WW Rate Study Wilder, ID</p> 	<p>Wilder is a city in western Canyon County that is in need of improvements to both its water and wastewater systems. As such, the community will be working with the Western Alliance to complete loan applications to make the upgrades. RCAC has been asked to provide rate analyses for the community as they prepare for these projects.</p>	<p>In Process Rate workshop</p>

<p>Cabinet Mt. Water District; Bonners Ferry, ID Application Assistance</p>	<p>Cabinet Mountain Water District is located immediately south of Bonner's Ferry, Idaho. CMWD applied for a \$30,000 pre-planning grant from USDA RD. The application was submitted on 3/22/2019. CMWD will contribute \$48,300 for a total planning budget of \$78,300. This money will be used to update CMWD's existing facility plan to meet RD and DEQ standards, and form a comprehensive idea of the distribution capacity and inadequacy of the system. Once the plan is complete and CMWD determines the best way to address the needs of the system, CMWD will apply to RD for construction money to upgrade their distribution system, including larger mains, and possibly find a new or additional source. These upgrades will be to improve water service to existing residents, while also enabling growth of the system based on 20 year growth projections.</p>	<p>Completed. RCAC will be available to assist in the construction funding application process as needed and directed by RD.</p>
<p>Clearwater DW; Clearwater, ID Application Assistance</p>	<p>Clearwater Water District registered for new SAM account with new address that is true to the physical location of the system. Community also changed addressees linked to all official accounts and began the SAM registration process from scratch. Behind the scenes, RD was helping engineer begin ECWAG application so that when the SAM</p>	<p>Inactive.</p>
	<p>registration was complete the application could be submitted as soon as possible, given the community is still relying on one well that does not have the capacity to serve the whole system. John Lynn asked that I step back and let the engineer complete the application with the community in order to streamline the process. The application was submitted for \$605,000 on 6/20.</p>	
<p>Greenferry DW19; Near Post Falls, ID Application Assistance</p>	<p>Greenferry is a small, unincorporated community immediately east of Post Falls, ID. The system is interested in expanding in order to accommodate a developer who wishes to develop properties owned in the area. TAP Claire Miller received approval to work with Greenferry on 2/5/19. TAP held one phone call with the system manager who would act as administrator of project. Manager gave explicit directions that he would reach out to TAP if/when he needed help. TAP has not been in communication with system.</p>	<p>In development TAP will provide TA as requested by community</p>
<p>Moose Draw Homeowners' Association Application assistance <i>Overseen by Mike Camin, DEQ. RCAC contacted by community.</i></p>	<p>Moose Draw is a small subdivision near Troy, ID. This community has an unregulated lagoon that has been discharging into a temporal stream without an IPDES permit. DEQ sent a formal letter to the community in Nov. 2018 with timelines for response that the community failed to achieve. Currently, Moose Draw has hired an engineering firm to evaluate its options. This system is likely going to need infrastructure financing as it works toward compliance.</p> <p>Update: Moose Draw's MHI \$55,030. Upon the completion of a facility plan, RD may conduct an income survey to verify the MHI. Board co-president has her level 2 eAuthentication.</p>	<p>Keep in contact with Susan Kirk and wait for results of the planning study. Possible application assistance late summer/early fall. Possible MHI survey.</p>

Rural Community Assistance Corporation
May 2019 – July 2019



Technical Assistance Idaho EPA 1E

Project Name	Summary	Status & Next Step
<p>Liberty Estates, Bonneville County Drinking Water Compliance Support <i>Referred by Rochelle Mason, IDEQ Regional Office</i></p> 	<p>Liberty Estates is a privately owned trailer court just south of Rexburg, located in the Upper Snake River Valley. Liberty Estates recently underwent a change in ownership and the new owner wants to obtain his water operator’s license. The old owner has been performing operator duties, but his license is expiring soon. RCAC is working with the owner to go through the necessary steps to help him achieve his licensure for drinking water, meanwhile helping him find CEU and necessary resources for WW Collections I and Treatment I as well.</p> <p>To date, the owner has accumulated .24 CEU, completed his CCRs for 2018, and updated and/or created site sample plans for RTCR and PbCu rule. Mr. Hansen continues to work proactively to obtain his licensure and improve his operational capabilities. He is in line to apply for the DW exam before 7/1/19.</p>	<p>Nearing completion. Respond to questions and assist with licensure procedures as requested.</p>
<p>Hansen’s Hub/Malta, ID Drinking Water Compliance Support <i>Referred by Steve Lampert, SCPHD; phone call from owner requesting help.</i></p> 	<p>Hansen’s Hub is a privately owned, TNC water system in south Cassia County, ID. After suffering several TCR+ and <i>E Coli</i> +, SCPHD completed an enhanced sanitary survey for the system. With a large number of deficiencies, the owner called RCAC and was very distressed. RCAC provided a site visit to assess the findings and recommend solutions. After providing some hands-on TA with the owner and her teenage son, we were able to secure the well head and vent the well cap. In addition, RCAC was able to help mitigate 2 other deficiencies with documentation.</p>	<p>Complete Source of contamination mitigated.</p>

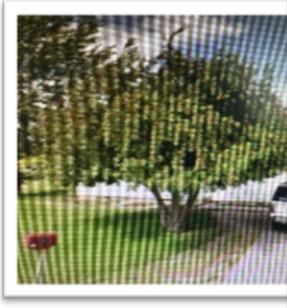
<p>City of Tetonia <i>Referred by Rochelle Mason, IDEQ Regional Office</i></p> 	<p>Tetonia is a small community in Eastern Idaho on the western side of the Grant Teton mountains. Tetonia recently lost their operator to another community, leaving the role to a young, unlicensed employee. RCAC is working with the public works director to obtain licensure for drinking water delivery as well as to provide managerial and compliance-related training.</p> <p>Tetonia did complete an update to site sample plans for RTRC and PbCu rule and RCAC created maps in Google Earth. Additionally, RCAC provided a free Guide for Small Systems to the PWD. Tetonia completed their CCR with the assistance of the Rexburg city operator in advance of RCAC's final visit and provided verification of submission to DEQ.</p> <p>To date, the PWD has started his requisite training for certification, including attending IROC and other local trainings.</p>	<p>Completed. Contacted regarding the need for ERP/VA.</p> <p>Referral from Pauline Johnson at The Development Company.</p>
<p>Gannett HOA Map Backflow Devices, Simple CIP Gannett, ID <i>Referred by PIFF Form via IDEQ</i></p>	<p>Gannett HOA is a small water system in Gannett, ID located in Blaine County. RCAC was contacted by the system and helped them to locate and map all community backflow devices as they seek to implement their CCCP. Community also requested a recommendation for reserves and this was provided to the community at a later date.</p>	<p>Nearing Completion. Wait for community response and follow up as needed.</p>

<p>Smith Road Water Users Asscn. Chubbuck/Tyhee, ID SMART Financial Tool Assistance <i>Referred by Barbara Jones, DEQ. RCAC contacted by community.</i></p>	<p>Smith Road Water Users Asscn. is a small public water system in north Bannock County east of Chubbuck and Tyhee, ID. This system recently completed a DEQ infrastructure project to improve its drinking water system. As they get ready to pay the first installment on its loan, the association contacted RCAC to help with the SMART financial tool. RCAC made a site visit, helped input data, and will complete loan and asset information when Keller Engineering supplies the planning study. Supplied 5-6-19.</p>	<p>Contacted system. Need to review WFP study and input data this week.</p>
<p>Thomas Krasowski/Idaho Dairy Producers Sanitary Survey/Cross Connection Plans</p>	<p>The Idaho Dairy (IDA) producers contacted RCAC about working with many small dairies as they work to implement cross-connection control plans. According to IDA, there are as many as 70 small dairy operations that they will conduct a pre-sanitary survey on and work toward compliance in advance of formal PHD and DEQ sanitary surveys. We have spoken about mechanisms to address this situation with TA that is funding eligible.</p>	<p>Discuss at Quarterly meetings. Call Megan and Thomas Monday.</p>
<p>City of Preston/Preston, ID DW Rate Study <i>Requested by Kelly Mickelsen, Preston Treasurer.</i></p>	<p>Preston would like to review their drinking water rates as the look toward future upgrades. They currently do not have loans or grants with RD, so RCAC is looking at funding mechanisms for the study.</p>	<p>Start during summer and have it completed for new FY in October.</p>

Rural Community Assistance Corporation
May 2019 – July 2019



Technical Assistance Idaho Health & Human Services

Project Name	Summary	Status & Next Step
<p>Northside Estate Well; Bonneville County Board Building/Capacity Building <i>Referred by Rochelle Mason IDEQ; Requested by Amber Oberhansley</i></p> 	<p>Northside Estates Well is a small PWS in north Bonneville County between Idaho Falls and Lewisville, ID. This small system has had a lot of issues with drinking water delivery and bill collection. In recent years, two services opted to leave the system and tap their own private wells due to lack of pressure. This community recently underwent a leadership change, had a pump fail, and depleted their checking account which led them to seek assistance from RCAC.</p> <p>RCAC has visited the community, reviewed bylaws, and recommended changes to the billing system to improve collections. In addition, Northside must address accounts in back payment and update its accounting system.</p> <p><i>Update.</i> The secretary notified RCAC that they have started using Quick Books. This will streamline billing and the board plans to address overdue accounts in the future.</p>	<p>Nearing Completion Provided a rudimentary rate analysis and simple CIP.</p>
<p>Cottonwood Acres Div 4; Bonneville County Capacity Building <i>Referred by Rochelle Mason, IDEQ Regional Office</i></p> 	<p>Cottonwood Acres Div 4 is a small community in Bonneville County north of Idaho Falls on the Bonneville/Jefferson county border. The system serves 13 homes and reported difficulty collecting back payments from several customers. In October 2018, the board reformed after the previous president abruptly quit, leaving incomplete records. The new president has hired an accountant to help with finances and bill collection but back payments are still in excess of \$6,000.</p> <p>The system continues to work on collection of past due billings. Acrimony still exists over well ownership. RCAC continues to work with this system as needed to address larger ownership issues or to work toward consolidation with neighboring systems if possible.</p>	<p>Completed Will still continue to follow up by phone. Potential for capacity building in the future.</p>