



RON CHAPMAN, MD, MPH  
Director & State Health Officer

State of California—Health and Human Services Agency  
California Department of Public Health

Northern California Drinking Water Field Operations Branch  
Monterey District



EDMUND G. BROWN JR.  
Governor

July 16, 2013

Mr. Jeff Gaffney  
State Park Superintendent  
CSP Hollister Hills SVRA  
7800 Cienega Road  
Hollister, CA 95023

Attention Mr. Gaffney:

**CITATION NO. 02-05-13C-010-3510302-23**  
**BACTERIOLOGICAL MONITORING AND REPORTING VIOLATION FOR MAY 2013**  
**CSP HOLLISTER HILLS SVRA - WATER SYSTEM NO. 3510302**

Enclosed is a Citation issued to the CSP Hollister Hills SVR water system for failure to comply with the bacteriological monitoring and reporting requirements specified in Sections 64423(a) and 64423.1(c), Chapter 15, Title 22, of the California Code of Regulations. Specifically, the water system failed to collect and report the required number of bacteriological samples during the month of May 2013.

The Citation consists of four sections: Violation, Background, Directives, and Further Enforcement Actions. The Violation and Background sections describe the events leading up to the issuance of the Citation. The Directives section specifies required actions that must be implemented by the water system to return to compliance. The Further Enforcement Actions section describes penalties to be assessed for failure to comply with the Citation. No civil penalty is levied with the attached Citation.

Your water system will be billed at the Department's hourly rate for the time spent on issuing this Citation since this is an enforcement action for noncompliance with state regulations. The water system will receive a bill from our Fee Billing Unit in Sacramento. If you have any questions regarding this matter, please contact Shaminder Kler of my staff at (831) 655-63938 or me at (831) 655-6934.

Sincerely,

Jan R. Sweigert, P.E.  
District Engineer, Monterey District Office  
DRINKING WATER FIELD OPERATIONS BRANCH

Enclosures

**CERTIFIED MAIL NO. 7008-1830-0004-5435-4811**

cc (w/enclosures): San Benito County Environmental Health Department

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**STATE OF CALIFORNIA**  
**DEPARTMENT OF PUBLIC HEALTH**

**Date of Issuance: July 16, 2013**

**RE: CSP Hollister Hills SVRA  
Water System No. 3510302**

**TO: Mr. Jeff Gaffney  
State Park Superintendent  
CSP Hollister Hills SVRA  
7800 Cienega Road  
Hollister, CA 95023**

**CITATION FOR NONCOMPLIANCE**  
**BACTERIOLOGICAL MONITORING AND REPORTING VIOLATION**  
**MAY 2013**

Chapter 4, Article 9, Section 116650 of the California Health and Safety Code (H&S Code) authorizes the issuance of a Citation for failure to comply with this Chapter (California Safe Drinking Water Act) or any regulation, standard, permit, or order issued or adopted thereunder.



**Violation**

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2 The California Department of Public Health, Drinking Water Field Operations  
3 Branch, (hereinafter "Department") hereby issues a Citation to the CSP Hollister  
4 Hills SVRA water system for the following violation:  
5

6 Violation of bacteriological monitoring and reporting requirements for  
7 compliance with the Total Coliform Rule (TCR) pursuant to Sections  
8 64423(a) and 64423.1(c), Chapter 15, Title 22, of the California Code of  
9 Regulations (CCR).  
10

11 Section 64423(a) specifies that each water supplier shall collect routine  
12 bacteriological samples based on the classification of the water system,  
13 the source of the water, the known population served, or the total  
14 number of service connections.  
15

16 Section 64423.1(c) specifies that analytical results for all required  
17 samples collected for a system in a calendar month shall be reported to  
18 the Department not later than the tenth day of the following month.  
19

20 The CSP Hollister Hills SVRA water system failed to collect the required  
21 number of routine bacteriological water samples and report the  
22 analytical results to the Department pursuant to Sections 64423(a) and  
23 64423.1(c), Chapter 15, Title 22, CCR, for May 2013. This constitutes a  
24 violation of bacteriological monitoring and reporting requirements for  
25 compliance with the TCR for the CSP Hollister Hills SVRA water system  
26 during the month of May 2013.  
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**Background**

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3 CSP Hollister Hills SVRA is classified as a transient non-community water  
4 system that serves an estimated population of 2,500 persons during the water  
5 system's busiest day and 22 year-round residents through 11 service  
6 connections. The water system has two (2) permitted groundwater sources,  
7 Lower Ranch Well 01 (Primary Station Code: 3510302-001) and Upper Ranch  
8 Well 01 (Primary Station Code: 3510302-003). The CSP Hollister Hills SVRA  
9 water system is required to collect and report two (2) bacteriological samples  
10 from the distribution system per month for compliance with the TCR.

11  
12 By electronic mail dated June 24, 2013, Department staff contacted Bolsa  
13 Analytical Laboratory in attempt to obtain bacteriological sample analysis results  
14 for sampling conducted at CSP Hollister Hills SVRA water system during May  
15 2013. Mr. Tomas Moreno, laboratory director of Bolsa Analytical Laboratory,  
16 indicated that the laboratory had not received distribution or source samples from  
17 the CSP Hollister Hills SVRA water system for bacteriological analysis testing for  
18 the months of May and June 2013. In response, Department staff issued  
19 electronic mail to Mr. Clarke Wales, Water & Sewer Plant Superintendent for the  
20 CSP Hollister Hills SVRA water system, asking for confirmation as to whether or  
21 not distribution system bacteriological sampling had been conducted for May  
22 2013.

23  
24 On June 25, 2013, Mr. Wales left voice message confirming that during his  
25 absence, the designated operator responsible for conducting the distribution  
26 bacteriological sampling for May 2013 had not collected the required samples.  
27 Mr. Wales also indicated that he conducted sampling for June 2013. Analysis



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reports for sampling conducted on June 25, 2013 show that the distribution system is free of coliform bacteria. Therefore, the CSP Hollister Hills SVRA water system has returned to compliance with bacteriological monitoring and reporting requirements.

By electronic mail dated June 28, 2013, Department staff summarized the conversation and follow-up actions conducted by the CSP Hollister Hills SVRA water system regarding the bacteriological monitoring and reporting violation for May 2013. At this time, the Department provided the water system the option to distribute public notification pursuant to Section 64463.7, Chapter 15, Title 22, CCR. To date, the CSP Hollister Hills SVRA water system has not contacted the Department regarding issuance of a public notification for the bacteriological water quality monitoring and reporting violation.

Failure to collect and report two (2) bacteriological samples from the distribution system during May 2013, resulted in violation of bacteriological monitoring and reporting requirements for the CSP Hollister Hills SVRA water system for the month of May 2013.

**Directives**

The CSP Hollister Hills SVRA water system is hereby directed to take the following actions:

1. Immediately cease and desist from failing to comply with Sections 64423(a) and 64423.1(c), Chapter 15, Title 22, CCR.



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2. Conduct public notification of the bacteriological water quality monitoring and reporting violation in conformance with Section 64463.7, Chapter 15, Title 22, CCR. The notification shall be completed in accordance with the following:

- Posting of the Public Notification in conspicuous places within the area served by the water system within thirty (30) days of receipt of this Citation. The Public Notification shall remain posted for a minimum of seven (7) consecutive days.
  
- By one of the following secondary methods to reach persons not likely to be reached by posting;
  - By publication in a local newspaper or newsletter distributed to customers or by internet posting of the notice or by direct delivery to each customer served by the CSP Hollister Hills SVRA water system. Notice by secondary method shall be conducted within thirty (30) days of receipt of this Citation. If the water system opts to issue the notice via internet website, the public notice shall remain posted for a minimum of seven (7) days. The CSP Hollister Hills SVRA water system must determine which option will be used to conduct the secondary distribution of the notice and notify the Department of their decision no later than **July 30, 2013**.

3. Submit the Public Notification required by Directive No. 2 of this Citation to the Department for approval prior to distribution. A sample notice is enclosed (Attachment A) that may be used to fulfill the notification



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requirement. **The CSP Hollister Hills SVRA water system must edit the wording of the sample notification as necessary.**

- 4. Proof of Notification must be provided to the Department by submitting copies of the notice posted and distributed to the customers with the completed Proof of Notification form (Attachment B), to the Department **within ten (10) days following issuance of the Public Notification.**
- 5. The CSP Hollister Hills SVRA water system shall comply with all routine and repeat monitoring requirements for coliform bacteria as specified in CCR, Section 64421 through 64426.5.
- 6. The CSP Hollister Hills SVRA water system shall submit a correction action plan by **August 10, 2013**, describing instructions for the operator-in-charge to follow in the event that the system must conduct required chemical or bacteriological sampling from the distribution system or raw water sources and implement emergency procedures, including but not limited to, notification to the Department of the emergency status within 24 hours.

All responses to the directives contained in this Citation shall be submitted to:

Jan R. Sweigert, P.E.  
 District Engineer, Monterey District  
 California Department of Public Health  
 Drinking Water Field Operations Branch  
 1 Lower Ragsdale, Building 1, Suite 120  
 Monterey, CA 93940



**Further Enforcement Actions**

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Division 104, Part 12, Chapter 4, (commencing with section 116270) of the California Health and Safety Code authorizes the Department to: issue additional citations with assessment of penalties if a public water system continues to fail to correct a violation identified in a citation; take action to suspend or revoke a permit that has been issued to a public water system if the system has violated applicable law or regulations or has failed to comply with orders of the Department; and petition the superior court to take various enforcement measures against a public water system that has failed to comply with orders of the Department. By issuance of this Citation, the Department does not waive any right to take additional or alternative enforcement action against the System including, but not limited to, assessment of penalties as authorized by law.

Failure to comply with any provision or directive of this Citation may result in the Department imposing penalties.

7/16/2013  
Date

Jan Sweigert  
Jan R. Sweigert, P.E.  
District Engineer, Monterey District  
DRINKING WATER FIELD OPERATION BRANCH



Enclosures: Attachment A: Public Notification Sample  
Attachment B: Proof of Notification Form

**CERTIFIED MAIL NO. 7008-1830-0004-5435-4811**

**Instructions for Tier 3 Monitoring Violations Annual Notice Template**

**Template Attached**

Since most monitoring violations are included in Tier 3, you must provide public notice to persons served within one year after you learn of the violation [California Code of Regulations, Title 22, Chapter 15, Section 64463.7(b)]. Multiple monitoring violations can be serious. **Each water system required to give public notice must submit the notice to the Department for approval prior to distribution or posting, unless otherwise directed by the Department [64463(b)].**

**Notification Methods**

You must use the methods summarized in the table below to deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

<i>If You Are a...</i>	<i>You Must Notify Consumers by...</i>	<i>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</i>
Community Water System [64463.7(c)(1)]	Mail or direct delivery <sup>(a)</sup>	Publication in a local newspaper
		Posting <sup>(b)</sup> in conspicuous public places served by the water system or on the Internet
		Delivery to community organizations
Non-Community Water System [64463.7(c)(2)]	Posting in conspicuous locations throughout the area served by the water system <sup>(b)</sup>	Publication in a local newspaper or newsletter distributed to customers
		Email message to employees or students
		Posting <sup>(b)</sup> on the Internet or intranet
		Direct delivery to each customer

(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.

The notice attached is appropriate for the methods described above, insertion in an annual notice, or included in the Consumer Confidence Report<sup>1</sup>. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the standard language for monitoring and testing

<sup>1</sup> CCR may be used as long as public notification timing and delivery requirements are met [64463.7(d)].

procedure violations and notification language in italics unchanged. This language is mandatory [64465].

You may need to modify the template for a notice for individual monitoring violations. The template presents violations in a table; however, you may write out an explanation for each violation if you wish. For any monitoring violation for volatile organic compounds (VOCs) or other groups, you may list the group name in the table, but you must provide the name of every chemical in the group on the notice (e.g., in a footnote). An example is shown in the table below.

<i>Contaminant</i>	<i>Required Sampling Frequency</i>	<i>Number of Samples Taken</i>	<i>When All Samples Should Have Been Taken</i>	<i>When Samples Were or Will Be Taken</i>
VOCs <sup>(a)</sup>	1 sample every 3 years	None	2002 – 2005	February 2006

(a) Benzene; Carbon Tetrachloride; 1,2-Dichlorobenzene; 1,4-Dichlorobenzene; 1,1-Dichloroethane; 1,2-Dichloroethane; 1,1-Dichloroethylene; cis-1,2-Dichloroethylene; trans-1,2-Dichloroethylene; Dichloromethane; 1,2-Dichloropropane; 1,3-Dichloropropene; Ethylbenzene; Methyl-*tert*-butyl ether; Monochlorobenzene; Styrene; 1,1,2,2-Tetrachloroethane; Tetrachloroethylene; Toluene; 1,2,4-Trichlorobenzene; 1,1,1-Trichloroethane; 1,1,2-Trichloroethane; Trichloroethylene; Trichlorofluoromethane; 1,1,2-Trichloro-1,2,2-Trifluoroethane; Vinyl Chloride; and Xylenes.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time.

### **Multilingual Requirement**

*Spanish.* Each public notice must contain information in Spanish regarding (1) the importance of the notice or (2) contain a telephone number or address where Spanish-speaking residents may contact the water system to obtain a translated copy of the public notice or assistance in Spanish.

*Non-English Speaking Groups Other than Spanish-Speaking.* For each group that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less, the public notice must (1) contain information in the appropriate language(s) regarding the importance of the notice or (2) contain a telephone number or address where such residents may contact the water system to obtain a translated copy of the notice or assistance in the appropriate language.

### **Population Served**

Make sure it is clear who is served by your water system - you may need to list the areas you serve.

## **Corrective Actions**

In your notice, describe corrective actions you took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. Choose the appropriate language, or develop your own:

- “We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards.”
- “We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]”
- “We plan to take the required samples soon, as described in the last column of the table above.”

## **After Issuing the Notice**

Send a copy of each type of notice and a certification that you have met all the public notice requirements to the Department within ten days after you issue the notice [64451(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the Department sets.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is a good idea to issue a “problem corrected” notice when the violation is resolved.

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

Este informe contiene información muy importante sobre su agua potable.  
 Tradúzcalo o hable con alguien que lo entienda bien.

**Bacteriological Monitoring & Reporting  
 Requirements Not Met for  
 CSP Hollister Hills SVRA  
 Water System No. 3510302**

Our water system failed to monitor the drinking water supply during May 2013 and, therefore, was in violation of the state drinking water regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

*We are required to monitor your drinking water for bacteriological contaminants on a monthly basis. Results of this monitoring are an indicator of whether or not our drinking water meets health standards. During the month of May 2013, the CSP Hollister Hills SVRA Park water system failed to collect two (2) distribution samples for coliform bacteria analysis testing and therefore, cannot be sure of the quality of our drinking water during that time. Subsequent bacteriological testing conducted on June 25, 2013 shows that the CSP Hollister Hills SVRA water system is free of coliform bacteria and therefore, the water system has returned to compliance with bacteriological monitoring and reporting requirements.*

**What should I do?**

- There is nothing you need to do at this time.
- The table below lists the contaminant(s) we did not properly test for during the last year, how many samples we are required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

<i>Contaminant</i>	<i>Required Sampling Frequency</i>	<i>Number of Samples Taken</i>	<i>When All Samples Should Have Been Taken</i>	<i>When Samples Were or Will Be Taken</i>
Coliform	Two samples from the distribution system every month	0	Two distribution samples during May 2013	Two samples were collected on June 25, 2013

- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

**What happened? What is being done?**

Bacteriological water quality testing of the drinking water was not completed during the month of May 2013. Bacteriological sample collection was conducted on June 25, 2013, and is scheduled monthly thereafter.

For more information, please contact [name of contact] at [phone number] or [mailing address].

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.*

**Secondary Notification Requirements**

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the CSP Hollister Hills SVRA water system

State Water System ID#: 3510302 Date distributed: \_\_\_\_\_

System Representative Name & Title: \_\_\_\_\_

Water System Representative Signature: \_\_\_\_\_

**PROOF OF NOTIFICATION**

**Citation No. 02-05-13C-010-3510302-23**

**CSP Hollister Hills SVRA**

**System Number: 3510302**

**Certification**

As required by Section 116450 of the California Health and Safety Code, I notified the users of the water supplied by the CSP Hollister Hills SVRA water system of the violation of Title 22, California Code of Regulations for the compliance period of May 2013. I complied with the directives of this Citation as indicated below:

<u>Required Action</u>	<u>Date Completed</u>
Public Notification – Posting	
Public Notification – List Secondary Method Used: _____	
Proof of Notification	
_____ Signature of Water System Representative	_____ Date

**\*\*\* Attach a copy of the notice posted and distributed. \*\*\***

**THIS FORM MUST BE COMPLETED AND RETURNED TO THE DEPARTMENT**

**Disclosure:** Be advised that Section 116725 and 116730 of the California Health and Safety Code states that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than \$25,000 for each day of violation, or be imprisoned in county jail not to exceed one year, or by both the fine and imprisonment.