



Ron Chapman, MD, MPH  
Director & State Health Officer

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

DRINKING WATER FIELD OPERATIONS BRANCH

50 D STREET, SUITE 200, SANTA ROSA, CA 95404

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EDMUND G. BROWN JR.  
Governor

March 11, 2013

Water System No. 4900548

Cathy Lee  
Holland Heights Mutual Water Company  
3617 Greenhill Drive  
Santa Rosa, CA 95404

**CITATION NO. 02-18-13C-010**  
**DISINFECTION BY-PRODUCT MONITORING REPORTING VIOLATION FOR 2010-2012**

Enclosed is a Citation issued to Holland Heights Mutual Water Company (System).

Your System will be billed at the Department's hourly rate (currently estimated at \$126.00) for the time spent on issuing this citation since this is an enforcement action for noncompliance with State regulations. At this time, we have spent approximately two hours on enforcement activities associated with this violation. You will receive a bill sent from our Fee Billing Unit in Sacramento by August 1, 2013. This bill will contain fees for any enforcement time spent on your System.

If you have any questions regarding this matter, please contact Waldon Wong of my staff at (707) 576-2764 or me at (707) 576-2006.

Sincerely,

Janice M. Thomas, P.E.  
Sonoma District Engineer  
Drinking Water Field Operations Branch

Enclosures

CC (w/ Enclosures): Gary Mickelson, P.O. Box 2689, Petaluma, CA 94953

STATE OF CALIFORNIA  
DEPARTMENT OF PUBLIC HEALTH

**Name of Public Water System:** Holland Heights Mutual Water Company

**Water System No:** 4900548

**To:** Cathy Lee  
3617 Greenhill Drive  
Santa Rosa, CA 95404

**Issued:** March 11, 2013

**CITATION FOR NONCOMPLIANCE**

**With Title 22 of the California Code of Regulations Sections 64534.2(a)  
and 64469**

Section 116650 of the California Health and Safety Code (CHSC) authorizes the issuance of a citation for failure to comply with a requirement of the California Safe Drinking Water Act (CHSC, Division 4, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit, or order issued thereunder.

The Division of Drinking Water and Environmental Management of the State of California Department of Public Health (Department) hereby issues a citation to Holland Heights Mutual Water Company (System) for failure to



1 comply with Title 22, California Code of Regulations (CCR) Sections  
2 64534.2(a) and 64469.  
3

4 **APPLICABLE AUTHORITIES**  
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6  
7 Section 116650 of the CHSC states in relevant part:  
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9 (a) If the department determines that a public water system is in violation of this  
10 chapter or any regulation, permit, standard, citation, or order issued or adopted  
11 thereunder, the department may issue a citation to the public water system.  
12 The citation shall be served upon the public water system personally or by  
13 certified mail. Service shall be deemed effective as of the date of personal  
14 service or the date of receipt of the certified mail. If a person to whom a citation  
15 is directed refuses to accept delivery of the certified mail, the date of service  
16 shall be deemed to be the date of mailing.

17  
18 (b) Each citation shall be in writing and shall describe the nature of the violation or  
19 violations, including a reference to the statutory provision, standard, order,  
20 citation, permit, or regulation alleged to have been violated.

21  
22 (c) A citation may specify a date for elimination or correction of the condition  
23 constituting the violation.

24  
25 (d) A citation may include the assessment of a penalty as specified in subdivision  
26 (e).  
27

(e) The department may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation.

Section 64534.2 of the CCR states, in relevant part:

(a) Community and nontransient noncommunity water systems shall monitor for TTHM and HAA5 at the frequencies and locations indicated in table 64534.2-A.

Table 64534.2-A  
Routine and Increased Monitoring Frequency for TTHM and HAA5

COLUMN A Type of System	COLUMN B Persons Served	COLUMN C Minimum monitoring frequency	COLUMN D Sample location in the distribution system & increased monitoring frequencies
Systems using only ground water not under direct influence of surface water and using chemical disinfectant	< 10,000	One sample per year per treatment plant during month of warmest water temperature	Locations representing maximum residence time <sup>1</sup> . If the sample (or average of annual samples, if more than one sample is taken) exceeds MCL, system shall increase monitoring to once per treatment plant per quarter, taken at a point reflecting the maximum residence time in the distribution system, until system meets reduced monitoring criteria in paragraph (3) of this subsection.

<sup>1</sup> If a system elects to sample more frequently than the minimum required, at least 25 percent of all samples collected each quarter (including those taken in excess of the required frequency) shall be taken at locations that represent the maximum residence time of the water in the distribution system. The remaining samples shall be taken at locations representative of at least average residence time in the distribution system.

(1) Systems may apply to the Department to monitor at a reduced frequency in accordance with table 64534.2-B. The application shall include the results of all TOC, TTHM, and HAA5 monitoring conducted in the previous 12 months and the proposed revised monitoring plan as required by section 64534.8. The Department will evaluate data submitted with the application to determine

whether or not the system is eligible for the reduced monitoring specified in table 64534.2-B;

Table 64534.2-B  
Reduced Monitoring Frequency for TTHM and HAA5

COLUMN A If the system is a(n)...	COLUMN B serving...	COLUMN C the system may reduce monitoring if it has monitored at least one year and...	COLUMN D to this level
System using only ground water not under direct influence of surface water and using chemical disinfectant	< 10,000	TTHM <sup>1</sup> ≤0.040 mg/L and HAA5 <sup>1</sup> ≤0.030 mg/L for two consecutive years OR TTHM <sup>1</sup> ≤0.020 mg/L and HAA5 <sup>1</sup> ≤0.015 mg/L for one year	One sample per treatment plant per three-year monitoring cycle at distribution system location reflecting maximum residence time during month of warmest water temperature, with the three-year cycle beginning on January 1 following the quarter in which system qualifies for reduced monitoring.

<sup>1</sup> TOC, TTHM, and HAA5 values based on annual averages.

Section 64469 of the CCR states, in relevant part:

- (a) Analytical results of all sample analyses completed in a calendar month shall be reported to the Department no later than the tenth day of the following month.
- (c) Analytical results shall be reported to the Department electronically using the Electronic Deliverable Format as defined in The Electronic Deliverable Format [EDF] Version 1.2i Guidelines & Restrictions dated April 2001 and Data Dictionary dated April 2001.

**STATEMENT OF FACTS**

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The System is a public water system that has a population of 300 served by 115 connections. Pursuant to Section 64534.2, Title 22 of the CCR, the System is required to collect triennial total trihalomethanes (TTHM) and haloacetic acids (five) (HAA5) samples directly from DBP\_3617 GREEN HILL DRIVE. The analytical results of all required samples collected for a system in a monitoring period shall be reported to the Department not later than the tenth day of the following month.

By e-mail dated July 25, 2012, the System was reminded to continue triennial monitoring of TTHM and HAA5 by September 30, 2012 from DBP\_3617 GREEN HILL DRIVE. The System did not perform the triennial TTHM and HAA5 monitoring for 2010-2012. As of the date of this Citation, the Division of Drinking Water and Environmental Mangement of the Department of Public Health has not received results for TTHM and HAA5 samples collected during 2010-2012.

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**DETERMINATIONS**

**THE DEPARTMENT HAS DETERMINED:**

The System violated Title 22 of the CCR, Sections 64534.2(a) and 64469, in that the System failed to collect the required number of TTHM and HAA5 samples during 2010-2012.

**DIRECTIVES**

The System is hereby directed to take the following actions:

1. Comply with Sections 64534.2 and 64469, Title 22, of the CCR in all future monitoring periods. The System must continue with triennial TTHM and HAA5 monitoring of DBP\_3617 GREEN HILL DRIVE during the month with warmest water temperature, but no later than September 30, 2013.
  
2. Notify the customers of the System of the TTHM and HAA5 monitoring requirements, in conformance with 64463.4 and 64465, Title 22 of the CCR, and as follows:
  - a) Completion of Attachment A to include the name, address, and telephone number of a System representative as source of

1 additional information concerning the public notice. **You must**  
2 **also give a legible, written description (preferably typed)**  
3 **of the corrective actions taken by the System to prevent**  
4 **this violation from occurring in the future. You must use**  
5 **the space provided in Attachment A for this written**  
6 **description.**

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9 b) Provide the notice by mail or direct delivery, **after it has been**  
10 **completed in accordance with (a) above**, to each customer  
11 or service connection served by the System by **April 30, 2013**.

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14 c) Publish the notice contained in Attachment A, **after it has**  
15 **been completed in accordance with (a) above**, in a local  
16 newspaper of general circulation in the area served by the  
17 System (or weekly newspaper if no daily paper is available) for  
18 one day. The publication in a local newspaper must be  
19 completed by **April 30, 2013**.

20  
21 d) Provide public notice for this violation in accordance with  
22 Section 64465(c), Title 22 or the CCR, which requires for each  
23 non-English speaking group that exceeds 1,000 residents or  
24 10% of the residents in a community (whichever is less), that  
25 the public notice contain information in the appropriate  
26 language(s) regarding the importance of the notice, or it  
27 contain a telephone number or address where such residents



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may contact the System to receive a translated copy of the notice or to receive assistance in the appropriate language.

3. The System shall complete the attached Compliance Certification form and return it to the Department no later than **October 15, 2013**. **A copy of the notice published in the newspaper, a copy of the notice delivered to the customers, and a copy of the laboratory results must be attached to the form.**

The Department reserves the right to make such modifications to this Citation, as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be effective upon issuance.

Nothing in this Citation relieves the System of its obligation to meet the requirements of the California Safe Drinking Water Act (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit or order issued thereunder.

All submittals required by this Citation shall be submitted to the Department at the following address:

Janice M. Thomas, P.E., District Engineer  
California Department of Public Health  
Drinking Water Field Operations Branch  
50 D Street, Suite 200  
Santa Rosa, CA 95404

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**PARTIES BOUND**

This Citation shall apply to and be binding upon the System, its officers, directors, agents, employees, contractors, successors, and assignees.

**SEVERABILITY**

The directives of this Citation are severable, and the System shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

**FURTHER ENFORCEMENT ACTION**

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 the 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. The Department does not waive any further enforcement action by issuance of this citation.

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March 11, 2013

Date

Janice M. Thomas

Janice M. Thomas, P.E.  
Sonoma District Engineer  
Drinking Water Field Operations Branch

Attachments

Certified Mail No. 7012 2210 0002 1674 0434

4900548/Compliance  
02-18-13C-010-4900548-27.docx/WWW



**COMPLIANCE CERTIFICATION**

**Citation Number 02-18-13C-010**

Name of Water System: **Holland Heights Mutual Water Company**

System Number: 4900548

**Certification**

I certify that the users of the water supplied by this System were notified of the total trihalomethanes and haloacetic acids (five) monitoring violations of Title 22, California Code of Regulations (CCR) for the compliance period of 2010-2012.

Required Action	Date Completed
Complete Attachment A, as required in Directive 3(a)	
Public Notification – Mail or Direct Delivery	
Public Notification – Newspaper	
Completed Chemical Monitoring Results	

  

_____	_____
Signature of Water System Representative	Date

**Attach a copy of the notice posted in the system, a copy published in the newspaper, and lab results of completed sampling.**

**THIS FORM MUST BE COMPLETED AND RETURNED TO THE DEPARTMENT NO LATER THAN OCTOBER 15, 2013.**

**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.

ATTACHMENT A

*Required Notice for Disinfectant/Disinfection Byproduct Monitoring Violation*

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**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**Este informe contiene informacion muy importante sobre su agua potable. Traduzcalo o hable con alguien que lo entienda bien.**

**Holland Heights Mutual Water Company Failed to Monitor for total trihalomethanes and haloacetic acids (five) as Required**

Our water system recently violated a drinking water monitoring requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We are required to monitor your drinking water for total trihalomethanes (TTHM) and haloacetic acids (HAA5) on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. We did not monitor or test as required for TTHM and HAA5 during 2010-2012 and therefore cannot be sure of the quality of our drinking water during that time.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

The California Department of Public Health (DPH) sets drinking water standards and requires the disinfection of drinking water. However, when used in the treatment of drinking water, disinfectants react with naturally-occurring organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs). DPH has determined that a number of DBPs are a health concern at certain levels of exposure. Certain DBPs, including some trihalomethanes (THMs) and some haloacetic acids (HAAs), have been shown to cause cancer in laboratory animals. Other DBPs have been shown to affect the liver and the nervous system, and cause reproductive or developmental effects in laboratory animals. Exposure to certain DBPs may produce similar effects in people. DPH has set standards to limit exposure to THMs, HAAs, and other DBPs.

**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 often we are supposed to sample for TTHM and HAA5 and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

<b>Contaminant</b>	<b>Number of samples required</b>	<b>When all samples should have been taken</b>	<b>When samples were or will be taken</b>
Total Trihalomethanes	1	Summer 2010-2012	
Haloacetic Acids	1	Summer 2010-2012	

**What does this mean?**

This situation does not require that you take immediate action. If it had, you would have been notified immediately. The California Department of Public Health (CDPH) requires water systems to monitor disinfection by-products. Without monitoring disinfection byproducts, CDPH cannot determine if drinking water is meeting drinking water standards.

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

Disinfection byproducts tend to be highest during the warmest time of year. We shall resume our required monitoring and will notify you each year if we fail to monitor as required.

**For more information**, please contact Cathy Lee at (707) 328-6678. Alternatively, contact us by mail at 3617 Greenhill Drive, Santa Rosa, CA 95404.

This notice is being sent to you by **Holland Heights Mutual Water Company**.  
(Public Water System **4900548**). Date distributed: \_\_\_\_\_