



Board of Directors

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8-26-2022

RE: Flooding and Water Outages

Our office and technicians have received numerous questions regarding flooding, water quality, and water supply. If any Doney Park Water member has any questions or complaints, we encourage you to communicate them directly to us through email or phone. Please be patient with us as we have experienced an exponential workload increase due to the fires and flooding this summer.

The water distribution system has experienced several mainline breaks because of the flooding. At times these breaks have impacted water service to our customers. Our technicians have worked very hard to minimize the length of these disruptions in service and to ensure the safety of the drinking water system. When water lines are broken, we will repair them as soon as it is safe to do so. Our technicians cannot work in rivers of silt and rolling rocks, they must wait until these rivers stop flowing. Before breaks are repaired the line is flushed with potable water to remove any silt or debris. Following the repair, the system is chlorinated to ensure the safety of the water supply. Many of our water lines have been exposed when flood water has washed away the soil covering them. We would like to thank the good neighbors of Doney Park for reporting these exposed lines to us. We have reinforced these lines as best we can but, in many areas, they are only accessible by foot due to the erosion in the area, and limited access to our easements.

Our office has received calls asking if the water is safe to drink. We are required to test the system for total coliform bacteria monthly, and we are performing additional testing due to the current circumstances. Coliform is a large group of bacteria that is common in the environment (soil or vegetation), and unlikely to cause illness. The presence of coliform is an indication that harmful bacterial strains could be present. When a sample is found to be positive for total coliform, the sample is then tested for E-coli bacteria. E-coli bacteria exist in the digestive tract of warm-blooded animals. Most are harmless but some strains can cause illness. Bacteriological tests take 24 hours to complete. If we receive notification of a positive total coliform test, we are then required to re-sample at the sample station that received the positive result, upstream and downstream of the sample station, and all wells that are currently feeding water to the system. If we receive a second positive total coliform test result the presence of coliform bacteria is, then considered to be confirmed and members are notified.

The water system is a closed, pressurized system making it impossible for contaminants of any kind to contact the potable water within the pipe unless the pressure in the pipe drops extremely low. Low system pressures experienced during a line break can cause water from any residence on the system to flow backwards into the main water line. The backwards flow of water within a water system is known as backflow. All water systems are required to have a backflow program in place to guard against this threat. Doney Park Water's Tariff 12 details our Cross-Connection Control or backflow program. We ensure the quality of your water through the implementation of this program, emergency chlorination, water quality testing, and daily checks of the system. To receive notification of water quality problems as quickly as possible, make sure our office has your current phone number on file. The office staff is here to assist you in this process.

The water supplied to our members comes from seven deep (1500+ ft) wells and is not treated. Because of the depth of the aquifer, treatment is not required. Recent news outlets have reported water curtailments in the Southwest resulting from long-term drought and historically low water levels in regional reservoirs. These restrictions on water supply do not affect our system because our supply is groundwater, not surface water. We continue to encourage all our members to conserve water. We are continually monitoring our system for leaks that may occur to our mainlines. If we have a true water emergency, we will send a notification call. We are monitoring the level of the aquifer on a continuous basis and have not seen any evidence of a declining level.

If you have any questions about the quality or reliability of your drinking water, please contact us. We may not be able to answer your question the same day, but we will return your call. Please be patient if your water service is interrupted and know that our crew is working on the issue. If you would like to know the status of repairs, or an estimated time of return of service, updates will be posted on our website, or you can call our office during regular business hours.