

WEST BASIN MUNICIPAL WATER DISTRICT

DECEMBER 6, 2001 – Water Resources
McDonald, Little

DECEMBER 17, 2001 – Board Meeting

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INFORMATION CALENDAR

WATER QUALITY UPDATE – AGENCY QUESTIONNAIRE

SUMMARY:

Staff developed an agency questionnaire for the purpose of gauging the quality of service provided by the Districts' Water Quality Department and identifying potential areas of improvement.

The questionnaire covered a range of services from the administration of the Title 22 Basin-wide Groundwater Monitoring Program, Annual Consumer Confidence Reports (CCRs) to regulatory updates.

Questionnaire:

In late September, the survey was mailed to 44 agencies and the Districts received 18 responses. In general, each question contained a grading level of 1 to 5, with 1 representing a poor rating and 5 representing an excellent rating. The general categories were:

1. Water Quality Workshops
2. Basin-Wide Title 22 Groundwater Quality Monitoring Program
3. Consumer Confidence Reports
4. Regulatory/Water Quality Updates
5. Overall Quality of Service
6. Challenging Issues
7. Other Suggestions/Comments

The respondent agencies were:

California Water Service Company (2)
Downey
El Segundo
Huntington Park
La Habra Heights
Lakewood
Santa Fe Springs
South Montebello
Southern California Water Company

L.A. County Waterworks
Maywood Mutual No. 2
Maywood Mutual No. 3
Orchard Park
Paramount
Park Water Company
Whittier
Tract 349

Survey results are provided below:

<u>Title 22 Basin-Wide Groundwater Monitoring Program</u>	<u>Average</u>
Administration	4.2
Timeliness	4.0
Lab Pricing	4.5
Lab Analytical Services	3.8
Well Sampling	4.3
Annual Report	4.5
<u>Consumer Confidence Reports</u>	<u>Average</u>
Timeliness	4.5
Information	4.5

Other Comments/Suggestions:

- Routinely scheduled water quality workshops.
- Continuation of water quality updates e-mailed or hard copy on an as-needed basis.
- Continuation of water quality updates at the monthly Water Association meetings.

Input was also requested on crucial water quality topics. Although the agencies were concerned with a wide variety of issues, the following topics came up repeatedly:

- Disinfection by-product compliance (surface water, ground water, and blended waters).
- Arsenic.
- Iron and manganese.
- Compliance with upcoming regulations.

Other issues included aging infrastructure, Source Water Assessment Program, treatment techniques, maintaining distribution system water quality, and blending issues.

FISCAL IMPACTS:

Additional time and resources may be needed for increase in services.

ENVIRONMENTAL COMPLIANCE:

Not applicable.

COMMITTEE STATUS:

This item was reviewed by the Water Resources Committee on December 6, 2001 and agendized to the December 17, 2001 Board meeting as information.

RECOMMENDED MOTION:

This item is for information only.

EXHIBITS:

Exhibit "A" - Questionnaire

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