

**From:** Matthew Manning <MManning.WHWD@outlook.com>  
**Subject:** Fwd: Required Water Quality Monitoring Due to Customer Complaints – Diablo Grande  
**Date:** May 7, 2021 at 12:52 PM  
**To:** Chris Blessing <chrisblessingwhwd@gmail.com>



Matthew Manning  
President, Western Hills Water District  
Board of Directors

Begin forwarded message:

**From:** Ron Demmers <rдемmers@whwdist.com>  
**Date:** May 7, 2021 at 10:43:13 AM PDT  
**To:** Matthew Manning <MManning.WHWD@outlook.com>  
**Subject:** Fw: Required Water Quality Monitoring Due to Customer Complaints – Diablo Grande

This is what we got no names just that they had received several complaints

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**From:** Khademi, Mostafa@Waterboards <Mostafa.Khademi@Waterboards.ca.gov>  
**Sent:** Friday, March 19, 2021 5:47 PM  
**To:** Jerry Phillips <jphillips@whwdist.com>; Ron Demmers <rдемmers@whwdist.com>  
**Cc:** Sahota, Bhupinder@Waterboards <Bhupinder.Sahota@waterboards.ca.gov>  
**Subject:** Required Water Quality Monitoring Due to Customer Complaints – Diablo Grande

Dear Jerry Phillips and Ron Demmers,

The State Water Board-Division of Drinking Water's Stockton office has received numerous complaints about poor water quality in Western Hills Water District Diablo Grande water system. The customer wants to remain anonymous and complained about taste, odor, and color. The Division through this email is asking this water system to conduct the following special water quality monitoring in response the consumer concerns:

Collect samples as soon as practical from the following locations:

1. 10 samples from within the distribution system from the routine sites listed in the water system's Bacteriological Sample Site Plan
2. One sample from the effluent of the treatment plant at the point of entry to the distribution system
3. One sample from the effluent of each water storage tank

The samples must be analyzed by an ELAP certified laboratory for the following constituents (at minimum):

1. Total coliform, E. coli, and HPC
2. Free and total chlorine residual
3. pH
4. Temperature
5. Turbidity
6. Conductivity
7. Total Dissolved Solids
8. Aggressive Index
9. Color
10. Odor

10. Copper
11. Nitrite
12. Ammonia

All the above samples must be collected on the same day, and the sampling shall be repeated after 7 days.

Please reply to this email to acknowledge receipt, inform us as to when the water system will perform the monitoring, and provide answer to the following question:

- How often does the water system flush the distribution system and dead ends?
- When was the distribution system last flushed?
- Does the water system maintain records of flushing? (if so, please submit a copy of your records).
- When were the storage tanks last professionally inspected, drained and cleaned?

Should you have any question, please let me know.

Thanks,

**Mostafa Khademi**

Water Resource Control Engineer  
SWRCB Division of Drinking Water  
31 E. Channel St., Room 270  
Stockton, CA 95202  
Phone: (209) 948-3878