

## DECISION MEMORANDUM

**TO:** COMMISSIONER ANDERSON  
COMMISSIONER HAMMOND  
COMMISSIONER LODGE  
COMMISSION SECRETARY  
COMMISSION STAFF  
LEGAL

**FROM:** CLAIRE SHARP  
DEPUTY ATTORNEY GENERAL  
JON KRUCK  
UTILITIES COMPLIANCE INVESTIGATOR

**DATE:** JUNE 27, 2023

**SUBJECT:** IN THE MATTER OF THE INVESTIGATION OF ISLAND PARK WATER COMPANY'S VIOLATIONS OF THE IDAHO PUBLIC UTILITIES LAW; ISL-W-23-02.

On June 6, 2023, Commission Staff ("Staff") of the Idaho Public Utilities Commission ("Commission") requested an investigation of Island Park Water Company ("Island Park" or "Company") for violations of the Idaho Public Utilities Law, Title 61, *Idaho Code*. Island Park operates a "Water system" as a "Water corporation" as defined by *Idaho Code* §§ 61-124 and 61-125 and is a public utility subject to the jurisdiction of the Commission under *Idaho Code* § 61-129. The Company operates under Certificate of Public Convenience and Necessity No. 317. Island Park's service area comprises seven separate water systems located in Fremont County, Idaho.

On June 14, 2023, in Case No. ISL-W-23-01, the Commission assessed penalties against the Company for violations of the Idaho Public Utilities Law which occurred on or before March 29, 2023. Order No. 35817 at 31-33.

Staff's June 6, 2023, Decision Memo proposed the Commission allow an investigation into allegations against the Company after March 29, 2023. Staff now proposes the Affidavit of Jon Kruck in support of the investigation and Staff's Exhibits 1-27 be added to the record of ISL-W-23-02 to support Staff's position in requesting an investigation. The Affidavit and Exhibits 1-27 depict ongoing issues with water quality which are a violation of the Commission's requirement for regulated utilities to provide safe and reliable service.

## BACKGROUND AND ADDITIONAL ISSUES

On March 15, 2023, the Idaho Department of Environmental Quality (“DEQ”) disapproved the Company’s seven water systems for the Company’s failure to “address significant deficiencies under IDAPA 58.01.08.303.06” and for “failure to provide tier 2 public notification of water users under IDAPA 58.01.08.150.02.” **Exhibits 1-7.**<sup>1</sup>

On May 11, 2023, DEQ informed Staff that DEQ took samples of the Company’s public drinking systems, as part of DEQ’s ongoing investigation in the Company, and those samples tested positive for *Escherichia coli* (“*E. coli*”) contamination as of May 10, 2023. **Exhibit 8.** DEQ subsequently issued boil water orders to customers in the Company’s Valley View Subdivision, Goose Bay Estates, and Aspen Ridge Subdivision. *Id.*; **Exhibits 9-11.** DEQ provided the Company with the DEQ Coliform Sampling Procedure that DEQ followed during the Field Sampling Plan on May 8-9, 2023, and the Field Sampling Plan. **Exhibits 12-16.**

On May 15, 2023, DEQ notified Island Park of increased *E. coli* bacteria monitoring in the Aspen Ridge Subdivision, Goose Bay Estates, and Valley View; as a result, the Company needed to follow additional monitoring requirements from DEQ. **Exhibits 17-18.**

Based on the *E. coli* in the areas surrounding the Shotgun Cherokee Subdivision, DEQ notified Island Park of increased bacteria monitoring requirements for Shotgun Cherokee Subdivision, Shotgun North, and Valley View Subdivision. **Exhibits 19-21.**

On May 18, 2023, DEQ directed Island Park to follow the proper disinfection procedures for its public water systems, and DEQ confirmed that four (4) of seven (7) samples returned present with *E. coli*. DEQ stated that on May 11, 2023, DEQ’s Drinking Water Compliance Staff discussed chlorinating the wells for disinfection, specifically that the “disinfection could not be conducted without notifying all persons served prior” and “Roger Buchanan agreed to not chlorinate the wells in Aspen Ridge without notifying homeowners in advance.” **Exhibit 22.** However, DEQ’s May 17, 2023, sampling results indicated chlorine was present in the distribution and attached documentation of the results. **Exhibits 22-23.**

Total chlorine readings indicate that disinfection was used in the wells and/or distribution. As previously documented, Island Park Water Company was

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<sup>1</sup> DEQ may assign a disapproved designation to a public water system for defects, operating procedures which constitute a health hazard, quality that falls below the requirements for safe drinking water, the failure to adhere to monitoring requirements, the use of an unapproved source of drinking water, or the nonpayment of the annual water system fee. IDAPA 58.01.08.07.



instructed not to disinfect the wells without communicating with DEQ and notifying all homeowners. Neither of these actions were taken by Island Park Water Company. The three samples taken by Island Park Water Company in Aspen Ridge likely contained chlorine residuals that were not documented on the chain of custody. Meaning these samples do not adequately represent the water quality in Aspen Ridge. If the wells or the public water system is to be disinfected, the system must be flushed, and all chlorine must be removed from the system prior to collecting compliance samples. Masking a contamination issue is not permitted.

Exhibit 23 at 2.

On May 18, DEQ issued boil water orders for Shotgun Cherokee Subdivision because the samples returned present for *E. coli*. **Exhibits 24-26.**

### ***Customer Surveys***

Island Park's customers submitted surveys in April 2023, and reported being denied service, not receiving notifications on water safety, restrictions on use of their property, water service outages, threatening statements from the Company, improper billing, and failure to respond to informal customer complaints. **Exhibit 27.** Because these allegations occurred after the March 29, 2023, Show Cause Hearing, Staff recommends an investigation on the Company's handling of customer complaints, billing practices, and whether retaliation has occurred in addition to the water quality issues described above.

### **STAFF RECOMMENDATION**

Presently, Island Park's seven systems remain disallowed by DEQ, and recent indications of *E. coli* in the Company's water systems represent a significant risk to public health and safety. Because of this significant risk to the public health and safety, Staff recommends the Commission open an immediate investigation of the Company and take appropriate measures to enforce the provisions of the Idaho Public Utilities Law. The investigation could also explore the allegations of improper handling of customer complaints, improper billing, and retaliation which arose after the March 29, 2023, Show Cause Hearing.

Staff recommends the Commission take appropriate measures to enforce the provisions of the Idaho Public Utilities Law, and decide the following:

1. Establish a **14-day deadline** for Staff to file a Report on violations of the Idaho Public Utilities Laws, which may have occurred subsequent to the March 29, 2023, Show Cause Hearing; and a **7-day reply** deadline for the Company to respond to Staff's Report;

2. Direct Staff to report on the following:
  - a. Whether the Company should be subject to penalties under *Idaho Code* §§ 61-706 and 61-707, for violations which may have occurred subsequent to the March 29, 2023;
  - b. Whether the Company's employees and officers should be subject to additional penalties under *Idaho Code* § 61-709;
  - c. Whether other measures are necessary to protect public health and safety.
3. Following Staff's Report and the Company's Reply, Staff recommends the Commission consider whether a Show Cause Hearing is necessary;
4. Staff also recommends the Commission take judicial notice of the record of Case No. ISL-W-23-01.

### COMMISSION DECISION

Does the Commission wish to decide the following:

1. Establish a **14-day deadline** for Staff to file a Report on violations of the Idaho Public Utilities Laws, which may have occurred subsequent to March 29, 2023; and a **7-day reply** deadline for the Company to respond to Staff's Report;
2. Direct Staff to report on the following:
  - a. Whether the Company should be subject to penalties under *Idaho Code* §§ 61-706 and 61-707, for violations which may have occurred subsequent to March 29, 2023;
  - b. Whether the Company's employees and officers should be subject to additional penalties under *Idaho Code* § 61-709;
  - c. Whether other measures are necessary to protect public health and safety.
3. Following Staff's Report and the Company's Reply, consider whether a Show Cause Hearing is necessary;
4. Take judicial notice of the record of Case No. ISL-W-23-01;
5. Anything else?



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Claire Sharp  
Deputy Attorney General



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF ASPEN RIDGE SUBDIVISION PUBLIC WATER SYSTEM – PWS #ID7220007**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Aspen Ridge Subdivision Public Water System (PWS #ID7220007) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Aspen Ridge Subdivision.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Aspen Ridge Subdivision resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Aspen Ridge Subdivision Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Aspen Ridge Subdivision Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

**Exhibit 1**  
**Case No. ISL-W-23-02**

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF GOOSE BAY ESTATES PUBLIC WATER SYSTEM – PWS #ID7220030**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Goose Bay Estates Public Water System (PWS #ID7220030) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Goose Bay Estates.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Goose Bay Estates resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Goose Bay Estates Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Goose Bay Estates Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

**Exhibit 2**  
**Case No. ISL-W-23-02**

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
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455 Constitution Way  
Idaho Falls, Idaho 83402  
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**RE: DISAPPROVAL OF SHOTGUN CHEROKEE SUBDIVISION 5 PUBLIC WATER SYSTEM – PWS #ID7220063**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun Cherokee Subdivision 5 Public Water System (PWS #ID7220063) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun Cherokee Subdivision 5.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun Cherokee Subdivision 5 resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun Cherokee Subdivision 5 Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun Cherokee Subdivision 5 Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.



Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





March 15, 2023

Dorothy McCarty  
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[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF SHOTGUN KICKAPOO SUBDIVISION 6 PUBLIC WATER SYSTEM – PWS #ID7220064**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun Kickapoo Subdivision 6 Public Water System (PWS #ID7220064) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun Kickapoo Subdivision 6.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun Kickapoo Subdivision 6 resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun Kickapoo Subdivision 6 Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun Kickapoo Subdivision 6 Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
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**RE: DISAPPROVAL OF SHOTGUN NORTH PUBLIC WATER SYSTEM – PWS #ID7220065**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun North Public Water System (PWS #ID7220065) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun North.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun North resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun North Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun North Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
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Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
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Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF SHOTGUN SOUTH STEVENS LANE PUBLIC WATER SYSTEM – PWS #ID7220066**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun South Stevens Lane Public Water System (PWS #ID7220066) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun South Stevens Lane.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun South Stevens Lane resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun South Stevens Lane Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun South Stevens Lane Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF VALLEY VIEW SUBDIVISION PUBLIC WATER SYSTEM – PWS #ID7220156**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Valley View Subdivision Public Water System (PWS #ID7220156) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Valley View Subdivision.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Valley View Subdivision resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide Tier 1 Public Notification to all water user, IDAPA 58.01.08.150.02, letter dated January 05, 2023
- Failure to submit an Operation Plan for Depressurization event, IDAPA 58.01.08.501.12, letter dated February 24, 2023.
- Failure to submit an Operation and Maintenance Manual, IDAPA 58.01.08.501.12, letter dated February 24, 2023.
- Failure to provide Tier 1 Public Notification, IDAPA 58.501.08.150.02, letter dated March 06, 2023
- Failure to provide signed Certification Form for Tier 1 Public Notification, IDAPA 58.01.08.150.07, letter dated March 06, 2023.
- Failure to Monitor for routine total coliform from the distribution of Well #1 and Well #2, IDAPA 58.01.08.100.01, letter dated March 06, 2023.
- Failure to Monitor for routine total coliform from the distribution of Well #3, IDAPA 58.01.08.100.01, letter dated March 06, 2023.
- Failure to provide Tier 2 Public Notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023.

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Valley View Subdivision Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

**Exhibit 7**  
**Case No. ISL-W-23-02**

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Valley View Subdivision Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hect, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



## Claire Sharp

---

**From:** Kelsey Carter  
**Sent:** Thursday, May 11, 2023 1:08 PM  
**To:** Jon Kruck; water; Lisa Cawley; Jason Fales; Carlin Feisthamel; Chris Hecht  
**Cc:** Tyler Fortunati; Cassandra Lemmons; Jami Delmore; Matthew McGlynn; Troy Saffle; Carlin Feisthamel; Jason Fales; Claire Sharp; Travis Culbertson; Chris Hecht; Chris McEwan; Curtis Thaden; Jolene Bossard  
**Subject:** RE: Notice of E-coli Bacteria Contamination - Valley View Subdivision, Aspen Ridge Subdivision and Goose Bay Estates  
**Attachments:** Island Park Water Company\_DW\_Field Sampling Plan (FSP\_5-23 (002).pdf; DISINFECTING YOUR WELL WATER.pdf

Dear Dorothy,

Attached is the Department of Environment Quality (DEQ) Coliform Sampling Procedure that was followed during the Field Sampling Plan conducted by DEQ staff in Island Park Monday, May 08, 2023 and Tuesday, May 09, 2023. A public records request may be submitted for copies of lab results collected but are considered part of an ongoing investigation.

This is a final reminder, as stated in the correspondence sent to Island Park Water Company yesterday afternoon and after speaking with Jason Fales today, **prior** to making repairs and disinfecting the wells and distribution, **all customers must be notified in advance and given specific details** of what to expect and when they can use their water again. Island Park Water company **cannot disinfect the wells without notifying all customers in the affected area.** If customers are not made aware of disinfection the risk to public health is significantly impacted.

The source of contamination must be identified first. Repairs can then be made to eliminate the threat of contamination. Followed by disinfection of the source and distribution. Disinfection processes cannot be used to mask the overall contamination issue.

Proper dosing of chlorine **must** be used when disinfecting the well to ensure the procedure is done correctly. DEQ has a procedure document that may be used to assist in disinfection that I have attached to this email.

Public health is of the utmost importance to this department. Drinking water that is not properly treated, or that travel through an improperly maintained distribution system may also create conditions that increase the risk of contamination. Safe drinking water is essential to public health and is recognized as a human right, fundamental to health, dignity, and prosperity. One of the most important public health provisions is federal and state legislature giving a person served the right to know what is in their drinking water. The presence of contaminants in drinking water can lead to health issues and infants, young children, pregnant women, the elderly, and those with weakened immune systems are more susceptible to illness. When compliance staff becomes aware of an issue with a drinking water system, actions can be taken to protect public health and the community.



**Kelsey Carter**  
**Drinking Water Analyst**

900 N Skyline, Suite B Idaho Falls, Idaho 83402  
Office: (208)528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

**Our Mission:** To protect human health and the quality of Idaho's air, land, and water.

---

**From:** Jon Kruck <jon.kruck@puc.idaho.gov>

**Sent:** Thursday, May 11, 2023 10:37 AM

**To:** water <water@ida.net>; Lisa Cawley <Lisa.Cawley@deq.idaho.gov>; Kelsey Carter <Kelsey.Carter@deq.idaho.gov>; Jason Fales <Jason.Fales@deq.idaho.gov>; Carlin Feisthamel <Carlin.Feisthamel@deq.idaho.gov>; Chris Hecht <Chris.Hecht@puc.idaho.gov>

**Cc:** Tyler Fortunati <Tyler.Fortunati@deq.idaho.gov>; Cassandra Lemmons <Cassandra.Lemmons@deq.idaho.gov>; Jami Delmore <Jami.Delmore@deq.idaho.gov>; Matthew McGlynn <Matthew.McGlynn@deq.idaho.gov>; Troy Saffle <Troy.Saffle@deq.idaho.gov>; Carlin Feisthamel <Carlin.Feisthamel@deq.idaho.gov>; Jason Fales <Jason.Fales@deq.idaho.gov>; Claire Sharp <claire.sharp@puc.idaho.gov>; Travis Culbertson <Travis.Culbertson@puc.idaho.gov>; Chris Hecht <Chris.Hecht@puc.idaho.gov>; Chris McEwan <chris.mcewan@puc.idaho.gov>; Curtis Thaden <Curtis.Thaden@puc.idaho.gov>; Jolene Bossard <Jolene.Bossard@puc.idaho.gov>

**Subject:** RE: Notice of E-coli Bacteria Contamination - Valley View Subdivision, Aspen Ridge Subdivision and Goose Bay Estates

Good morning Mrs. McCarty,

Considering recent water sampling and analysis results for your systems, and as a matter of public record and for the protection of customers in your water systems, we believe the Company should provide the same information you have asked in your email below. This information is important to the regulators responsible for the oversight of your water systems. Please include detailed answers to each of the questions you posed regarding your own personnel and sampling methods.

The Company has repeatedly contended that it conducts all sampling and analysis to the required State and Federal standards. Therefore, the Company should be pleased to provide detailed answers to each of the questions you pose below for all water sampling previously performed by the Company.

As a reminder, the PUC has requested numerous times from the Company, a current, approved operations manual. This has not been received. Please provide a current operations manual including a list of company personnel and their specific, detailed responsibilities and duties as well as their individual, detailed experience and current certifications in performing their roles within the Company.

In addition, the PUC has not received any communication from the Company regarding many of the open informal customer complaints filed against the Company. Please respond as required by the Utility Customer Relations Rules (UCRRs) as previously provided to you.

Thank you and we look forward to your expedient response.

Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission  
Direct: (208) 334-0304  
Toll Free 1-800-432-0369

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**From:** water <[water@ida.net](mailto:water@ida.net)>

**Sent:** Wednesday, May 10, 2023 10:24 PM

**To:** Lisa Cawley <[Lisa.Cawley@deq.idaho.gov](mailto:Lisa.Cawley@deq.idaho.gov)>; Kelsey Carter <[Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)>; Jason Fales <[Jason.Fales@deq.idaho.gov](mailto:Jason.Fales@deq.idaho.gov)>; Carlin Feisthamel <[Carlin.Feisthamel@deq.idaho.gov](mailto:Carlin.Feisthamel@deq.idaho.gov)>; Chris Hecht <[Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)>; [water@ida.net](mailto:water@ida.net)

**Cc:** Tyler Fortunati <[Tyler.Fortunati@deq.idaho.gov](mailto:Tyler.Fortunati@deq.idaho.gov)>; Cassandra Lemmons <[Cassandra.Lemmons@deq.idaho.gov](mailto:Cassandra.Lemmons@deq.idaho.gov)>; Jami Delmore <[Jami.Delmore@deq.idaho.gov](mailto:Jami.Delmore@deq.idaho.gov)>; Matthew McGlynn <[Matthew.McGlynn@deq.idaho.gov](mailto:Matthew.McGlynn@deq.idaho.gov)>; Troy Saffle

<[Troy.Saffle@deq.idaho.gov](mailto:Troy.Saffle@deq.idaho.gov)>; Carlin Feisthamel <[Carlin.Feisthamel@deq.idaho.gov](mailto:Carlin.Feisthamel@deq.idaho.gov)>; Jason Fales <[Jason.Fales@deq.idaho.gov](mailto:Jason.Fales@deq.idaho.gov)>; Claire Sharp <[claire.sharp@puc.idaho.gov](mailto:claire.sharp@puc.idaho.gov)>; Travis Culbertson <[Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)>; Jon Kruck <[jon.kruck@puc.idaho.gov](mailto:jon.kruck@puc.idaho.gov)>; Chris Hecht <[Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)>; Chris McEwan <[chris.mcewan@puc.idaho.gov](mailto:chris.mcewan@puc.idaho.gov)>; Curtis Thaden <[Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)>; Jolene Bossard <[Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)>

**Subject:** RE: Notice of E-coli Bacteria Contamination - Valley View Subdivision, Aspen Ridge Subdivision and Goose Bay Estates

**Importance:** High

**CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.**

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Kelsey

Thank you for the infirmation.

Please immediately provide the following information:

1. The name of the person who collected the water sample.
2. The manner in which it was transported.
3. The location at which the sample was collected.
4. The number of minutes the source was flushed before collection of sample.
5. The manner in which source was decontaminated prior to collecting sample.
6. The qualifications of the person collecting.
7. Who provided the training as how to properly collect a water sample for the collector.
8. Sepecify where each sample was collected i.e. sink, bathtub, if aireator was removed prior to sampling or if left on when sampling.

If the sample was taken from a hydrant and if so how was this disinfected and how long was it flushed as hydrants are are not reliable sources for correcting any water sample without proper training and proper reduction valve.

Hydrants as DEQ knows are high sources for contamination and which is not indicative of the water quality of the conveyance system.

It is imperative the company be provided this information immediately to make proper determination.

It is imperative this information be provided for our records.

Thank you very much.

Island Park Water company.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Lisa Cawley <[Lisa.Cawley@deq.idaho.gov](mailto:Lisa.Cawley@deq.idaho.gov)>

Date: 5/10/23 3:31 PM (GMT-07:00)

To: "DOROTHY MCCARTY ([water@ida.net](mailto:water@ida.net))" <[water@ida.net](mailto:water@ida.net)>

Cc: Tyler Fortunati <[Tyler.Fortunati@deq.idaho.gov](mailto:Tyler.Fortunati@deq.idaho.gov)>, Cassandra Lemmons <[Cassandra.Lemmons@deq.idaho.gov](mailto:Cassandra.Lemmons@deq.idaho.gov)>, Jami Delmore <[Jami.Delmore@deq.idaho.gov](mailto:Jami.Delmore@deq.idaho.gov)>, Matthew McGlynn <[Matthew.McGlynn@deq.idaho.gov](mailto:Matthew.McGlynn@deq.idaho.gov)>, Troy Saffle <[Troy.Saffle@deq.idaho.gov](mailto:Troy.Saffle@deq.idaho.gov)>, Carlin Feisthamel <[Carlin.Feisthamel@deq.idaho.gov](mailto:Carlin.Feisthamel@deq.idaho.gov)>, Jason Fales <[Jason.Fales@deq.idaho.gov](mailto:Jason.Fales@deq.idaho.gov)>, Claire Sharp <[claire.sharp@puc.idaho.gov](mailto:claire.sharp@puc.idaho.gov)>, Travis Culbertson

<[Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)>, Jon Kruck <[jon.kruck@puc.idaho.gov](mailto:jon.kruck@puc.idaho.gov)>, Chris Hecht <[Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)>, Chris McEwan <[chris.mcewan@puc.idaho.gov](mailto:chris.mcewan@puc.idaho.gov)>, Curtis Thaden <[Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)>, Jolene Bossard <[Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)>, "roger@andrewwelldrill.com" <[roger@andrewwelldrill.com](mailto:roger@andrewwelldrill.com)>  
Subject: Notice of E-coli Bacteria Contamination - Valley View Subdivision, Aspen Ridge Subdivision and Goose Bay Estates

Dear Dorothy,

Please see the attached correspondence regarding Valley View Subdivision, Aspen Ridge Subdivision and Goose Bay Estates.

Thank you,

Lisa

**Lisa Cawley | Administrative Assistant II**  
Idaho Department of Environmental Quality  
900 N. Skyline Dr., Idaho Falls ID 83402  
Office: (208) 528-2654  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

**Our mission:** To protect public health and the quality of Idaho's air, land, and water.

## Claire Sharp

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**From:** Kelsey Carter  
**Sent:** Thursday, May 11, 2023 1:41 PM  
**To:** Jon Kruck  
**Cc:** Chris McEwan; Chris Hecht; Travis Culbertson; Curtis Thaden; Jolene Bossard; Claire Sharp  
**Subject:** DEQ Press Release  
**Attachments:** ID7220007 Aspen Ridge Boil Order 11May2023.pdf; ID7220030 Goose Bay Boil Order 11May2023.pdf; ID7220156 Valley View Boil Order 11May2023.pdf

Hi Everyone,

Attached is the link to the press release done by this Department for the E.coli contamination in Island Park Water Company's three public water systems. As well as the written boil water orders, in English and Spanish, that can be provided to any persons served.

<https://www.deq.idaho.gov/deq-issues-boil-water-orders-for-valley-view-subdivision-goose-bay-estates-and-aspen-ridge-subdivision-island-park/>

We encourage the spread of this information to as many people as possible in an effort to protect public health. I have already been in contact with East Idaho News and Local 8 News about getting the information released. I have made the State Epidemiologist aware, as well as Idaho Health and Welfare and Eastern Idaho Public Health. This information has also been shared on our social media through our outreach group.

I also sent an email to Aspen Ridge's HOA, and they sent the information to all homeowners they have contact information for, which was 92 homes, so most of the subdivision.

We encourage any individual experience illness to contact their healthcare provider immediately. There will be increased monitoring requirements for the are going into effect and I will be conducting more field sampling in the future.

Important information I have also provided to individuals includes:

Idaho Department of health and Welfare: (208)334-6674  
Eastern Idaho Public Health: (208)624-7585  
Center for Disease Control and Prevention: 1(800)232-0233  
Environmental Protection Agency (EPA) Region 10: (206)553-1846

Let me know if there are any questions or further clarification, I can provide to you.

Thanks,



**Kelsey Carter**  
**Drinking Water Analyst**

900 N Skyline, Suite B Idaho Falls, Idaho 83402  
Office: (208)528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

**Our Mission:** To protect human health and the quality of Idaho's air, land, and water.

## DRINKING WATER WARNING

### ***E. coli* is present in Aspen Ridge Subdivision's water**

#### **BOIL YOUR WATER BEFORE USING**

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### **What should I do? What does this mean?**

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### **What is being done?**

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

#### Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) .

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220007

## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Aspen Ridge Subdivisión**

#### **HIERVAN EL AGUA ANTES DE USARLA**

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### **¿Qué debo hacer? ¿Qué es la significa de este?**

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### **¿Qué se está haciendo al respecto?**

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

Datos de contacto:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) .

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

*\*Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.\**

Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220007

**Exhibit 10**  
**Case No. ISL-W-23-02**



## DRINKING WATER WARNING

### *E. coli* is present in Goose Bay Estate's water

#### BOIL YOUR WATER BEFORE USING

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### What is being done?

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) .

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220030

## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Goose Bay Estates**

#### HIERVAN EL AGUA ANTES DE USARLA

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### ¿Qué debo hacer? ¿Qué es la significa de este?

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### ¿Qué se está haciendo al respecto?

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

Datos de contacto:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) .

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

*\*Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.\**

Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220030

**Exhibit 11**  
**Case No. ISL-W-23-02**

## DRINKING WATER WARNING

### *E. coli* is present in Valley View Subdivision's water

#### BOIL YOUR WATER BEFORE USING

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### What is being done?

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

#### Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov) .

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220156

## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Valley View Subdivisión**

#### **HIERVAN EL AGUA ANTES DE USARLA**

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### **¿Qué debo hacer? ¿Qué es la significa de este?**

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### **¿Qué se está haciendo al respecto?**

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

Datos de contacto:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) .

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

*\*Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.\**

Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220156

**Exhibit 12**  
**Case No. ISL-W-23-02**

# DISINFECTING YOUR WELL WATER

Please read the full instructions before beginning the disinfection process.

You will need to use **UNSCENTED HOUSEHOLD BLEACH**. DO NOT ADD UNTIL THIS PROCEDURE SAYS TO.

The chart below is provided by the Center for Disease Control and gives the amount of bleach that should be used.

Table 2. Approximate Amount of Bleach for Disinfection of a Drilled or Driven Well

Depth of Water	Diameter of Well Casing						
	2 Inches	4 Inches	6 Inches	8 Inches	10 Inches	24 Inches	36 Inches
10 feet	3/4 tbsp	3-1/4 tbsp	1/2 cup	3/4 cup	1-1/4 cups	7 cups	1 gal
20 feet	1-1/2 tbsp	6-1/2 tbsp	1 cup	1-1/2 cups	2-1/2 cups	14 cups	2 gal
30 feet	2-1/4 tbsp	9-3/4 tbsp	1-1/2 cups	2-1/4 cups	3-3/4 cups	1-1/4 gal	3 gal
40 feet	3 tbsp	13 tbsp	2 cups	3 cups	5 cups	1-3/4 gal	4 gal
50 feet	3-3/4 tbsp	1 cup	2-1/2 cups	3-3/4 cups	6-1/4 cups	2-1/4 gal	5 gal
100 feet	7-1/2 tbsp	2 cups	5 cups	7-1/2 cups	12-1/2 cups	4-1/2 gal	10 gal

If you do not know the depth of your well, contact Idaho Water Resources at (208)287-4800 and request a well information report or visit <https://idwr.idaho.gov/wells/find-a-well-map/>.

Keep in mind that the owner's name would be the individual that had the well drilled. Using the latitude/longitude search, all you need are your GPS coordinates, and you can do a several-mile radius search. If your well was installed before 1986, there may not be information available on your well; however, an estimate of the depth of your well can be determined by comparing the average depth of documented wells in your area.

If you do not feel comfortable disinfecting your well on your own, contact a licensed well driller for assistance.

**\*NOTE:** Before doing this procedure be sure to bypass the water softening unit and remove any in-line filters. Once the procedure is completed (bleach is flushed from system) you can reinstall or change out (get a new filter) the in-line filter, and turn the water softener back on.

## **SHOCKING AND HOLDING THE BLEACH SOLUTION IN THE SYSTEM:**

1. Remove as much water (**at your kitchen sink**) as necessary for general use (cooking, coffee) because you will need to hold the bleach solution in the system either overnight, or for at least six to eight hours during the daytime. You will also want to **remove any filters** (paper type, activated carbon, etc.) that are in the system's main water line before starting this procedure and bypass any softening or reverse osmosis (RO) units. Refer to your owner's manual to perform bypassing of a particular system.

2. Fill a five-gallon bucket about three-fourths full of water and add the appropriate amount of unscented household bleach. Diluting the bleach will help avoid the corrosion of well components.
3. **TURN OFF THE ELECTRICAL POWER TO THE WELL PUMP.** Once you have turned the power off, go to the wellhead and remove the casing cap. Doing this will allow you to look down into the well's casing. This is a great opportunity to inspect your wellhead for any damage like cracks, damage to wires, missing vent screens, or a loose well cap.
4. With a garden hose close by (for recirculation purposes) you should pour the bleach solution into the well. Avoid getting any bleach solution on the well-cap components and wires.
5. **TURN THE ELECTRICAL POWER TO THE WELL PUMP ON.** Be careful, the wires in the casing are now live. Turn on the water hose and rinse down the interior side of the casing with the water from the hose really well, allowing the water to run down the well's casing and back into the well.
6. Turn the water off and at the hose and **TURN OFF THE ELECTRICAL POWER TO THE WELL PUMP.** It is now safe to replace the well casing cap and turn the electrical power to the well pump back on.
7. Go into the house and at each individual sink turn the cold water tap on (**one sink at a time**) until you smell bleach and then turn it off. You can flush the toilet until you smell bleach. You should also run some cold water into the washing machine until you smell bleach. If you have any garden hose hydrants that come off of the house you will want to turn them on until you smell bleach and then shut them off. **AFTER DOING THIS, DO NOT RUN WATER FROM ANY OF THESE SOURCES FOR SIX TO EIGHT HOURS. THIS LOCKS THE BLEACH SOLUTION UP IN THE SYSTEM SO IT CAN PROPERLY DISINFECT!**

### **OPENING THE SYSTEM AFTER SHOCKING THE WELL:**

1. After waiting at least six to eight hours, go to the well and turn on the garden hose until you **do not smell any bleach** and then shut off the hose. **Keep in mind this bleach water can kill vegetation.**
2. Go into the house and open the cold water taps until you do not smell any bleach. Flush the toilets. Fill the washing machine with cold water until you no longer smell bleach in the water and then dump the water. **The first laundry load should probably be whites, just in case any bleach trapped in the cold water fed to the water heater would be eliminated from the system.** Open any hose bib(s) on the outside of the house until you no longer smell bleach. Once all this is done you should have good smelling and tasting water.
3. You can repeat this procedure as often as you feel it is needed; however, if the problem persists then you might decide to contact a well driller and discuss your problem with them.

**Most people perform this bleach shocking procedure when they change the clocks for daylight savings. Some people annually shock their well as close to the middle of the year as possible. You can choose what works best for you.**

If you have any questions please call the Eastern Idaho Public Health at (208)522-0310 or the Idaho Department of Environmental Quality at (208)528-2650.

**Do not dump bleach water into your septic system.** Bleach water can sometimes kill the bacterial action found in your septic tank, so flushing as much of the bleach water as possible onto the ground (**surface area**) helps to limit this upset if any.

May 10, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: *E. COLI* BACTERIA CONTAMINATION NOTICE FOR VALLEY VIEW SUBDIVISION (PWS #ID7220156), ASPEN RIDGE SUBDIVISION (PWS #ID7220007), AND GOOSE BAY ESTATES (PWS #ID7220030)**

Dear Ms. McCarty,

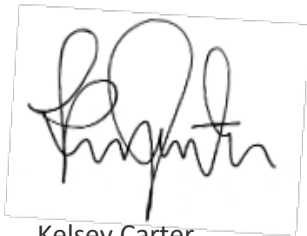
As part of an ongoing investigation by the Department of Environmental Quality (DEQ) into customer complaints of poor water quality, lack of water, and low pressure, a field sampling event was conducted in Valley View Subdivision, Aspen Ridge Subdivision, and Goose Bay Estates on Monday, May 8, 2023. DEQ collected water samples to check for potential bacterial contamination. In these three public water systems, *E.coli* was detected indicating that the water has fecal contamination. *E.coli* positive samples require a boil order to be release immediately. DEQ will be issuing this public notification, through a press release, as the collector of these samples.

The source of the contamination must be identified, repaired, and the wells and distributions disinfected. Customers must be notified prior to shutting off of water services for repairs and disinfection. Please contact DEQ if you require assistance in properly calculating disinfection.

Once the source of contamination has been identified, corrected, and disinfection has occurred, sampling from each distribution system will need to occur. Two samples must be collected from each distribution for two consecutive days, for a total of four from each public water system. DEQ must be notified prior to sampling these three subdivisions. A sample siting plan will be required to adequately represent the distributions. Verification of sample information will occur prior to removing the boil order.

If you have any questions, need clarification, or assistance, please feel free to contact me Monday-Friday 7:30 am -4:30 pm at [kelsey.carter@deq.idaho.gov](mailto:kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter', enclosed in a thin black rectangular border.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

**Exhibit 14**  
**Case No. ISL-W-23-02**

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.





## Coliform Sampling Procedure

Follow these steps when collecting coliform samples to ensure reliable sample results. Protect the sample bottle from contamination before and after sampling. Do not rinse the bottle or expose it to direct sunlight, heat, or unsanitary conditions.

1. Review the sample site and tap conditions. Avoid poor sample taps such as swivel faucets, hot and cold mixing faucets (with a single handle), leaky or spraying faucets, drinking fountains, janitorial sinks, frost-free hose bibs, and faucets below or near ground level.
2. Remove any attachments from the faucet, including aerators, screens, washers, hoses, and water filters.
3. Ensure your hands are clean. You may wish to use latex or nitrile gloves.
4. Flush the cold water tap for three to five minutes. After flushing, turn the water down to a thin stream (about the width of a pencil) and measure the free chlorine residual (see Chlorine Residual Monitoring Procedure), noting the residual on the chain of custody form.
5. Inspect the sample bottle for integrity. Do not rinse the sample bottle. There is a liquid, white powder, or tablet in the bottle to neutralize chlorine.
6. To avoid contamination while taking the sample, hold the bottle near the bottom with one hand, hold the top of the cap with the other, and unscrew the cap. Do not set the cap down, touch any part of the cap that touches the bottle, or let anything touch the rim of the bottle or the inside of the cap.
7. Hold the bottle under the stream of water. Be careful not to let the bottle touch the sample tap. Fill the bottle past the indicated fill line, if provided. Otherwise, fill the bottle to within one inch from the top without overflowing. Remove the bottle from the water flow and carefully screw the cap back on.
8. Fill in the label on the bottle and complete the chain of custody form. If there was anything unusual about the sample collection, note it on the form. Follow the shipping and handling instructions provided by the certified laboratory.

**Exhibit 15**  
**Case No. ISL-W-23-02**

(page 1 of 2)

Water System Name: Shotgun North		PWS ID no:
Collector: Kelsey Carter	Collect Date: May 09, 2023	County: Fremont
Person Transporting Sample:		
Condition of Transport: <input checked="" type="checkbox"/> Cooled <input type="checkbox"/> Carrier <input type="checkbox"/> Mail <input type="checkbox"/> Other		For Lab Use:
Report Results To: DEQ-IFRO kelsey.carter@deq.idaho.gov		
Phone Number: (208)528-2650	Fax Number:	



**Billing Address:**  
DEQ-IFRO  
900 N Skyline

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

Phone:  
Fax:

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
1	2305179	07	C Location 1	11:40	0	05/09/23	9223B-PA	85.5 P	9223B-PA	A
2	2305179	08	C Location 2	11:59	↓	↓	9223B-PA	A	9223B-PA	A
3	2305179	09	C Location 3	12:20	↓	↓	9223B-PA	A	9223B-PA	A
4	2305179	10	C Location 4	12:36	↓	↓	9223B-PA	A	9223B-PA	A
5	2305179	11	C Location 5	12:50	↓	↓	9223B-PA	A	9223B-PA	A

Routine Sample     Construction/Special     Untreated(Source)  
 Enforcement (Chain of Custody Required)    net-form

Repeat Sample     Upstream Repeat     Downstream Repeat     Other Repeat  
(At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <i>[Signature]</i>	Date: 5/9	Time: 16:28	Received by: <i>[Signature]</i>	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 16:28  
DATE/TIME ANALYZE: 5/9/23 1658  
DATE/TIME READ: 5/10/23 1140

ANALYST: *[Signature]*  
SUPERVISOR:  
LAB ID #: ID00969

REMARKS:

Send Results To:  
 DEQ     DEQPIH  
 Dist 7     Other  
 Dist 6

**Exhibit 16**  
**Case No. ISL-W-23-02**

Water System Name: Aspen Ridge PWS ID no: 7220007  
 Collector: Kelsey Carter Collect Date: May 09, 2023 County: Fremont  
 Person Transporting Sample:  
 Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:  
 Report Results To:  
DEQ-IFRO  
kelsey.carter@deq.idaho.gov  
 Phone Number: (208) 528-2650 Fax Number:



**Billing Address:**  
DEQ-IFRO  
900 N Skyline  
**Email:**  
**Phone:**  
**Fax:**

Public Water System  
 Private System  
 Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
 300 S. Freeman Ave Idaho Falls, IDAHO 83401  
 Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
<u>1</u>	<u>2305179</u>	<u>06 C</u>	<u>LOCATION 1</u>	<u>14:27</u>	<u>0</u>	<u>05/09/23</u>	<u>9223B-PA</u>	<u>2.0 P</u>	<u>9223B-PA</u>	<u>A</u>
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	

Routine Sample  Construction/Special  Untreated(Source)  
 Enforcement (Chain of Custody Required)  Repeat Sample  Upstream Repeat  Downstream Repeat  Other Repeat (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <u>[Signature]</u>	Date: <u>05/09</u>	Time: <u>16:29</u>	Received by: <u>[Signature]</u>	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 16:29  
 DATE/TIME ANALYZE: 5/9/23 16:58  
 DATE/TIME READ: 5/10/23 11:40

ANALYST: [Signature]  
 SUPERVISOR:  
 LAB ID #: ID00969

REMARKS:

Send Results To:  
 DEQ  DEQPIH  
 Dist 7  Other  
 Dist 6

**Exhibit 16**  
**Case No. ISL-W-23-02**



Water System Name: Shotgun Kickapoo PWS ID no:

Collector: kelseycarter Collect Date: May 09, 2023 County: Fremont

Person Transporting Sample:

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:

Report Results To:  
DEQ-IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: (208)528-2650 Fax Number:



**Billing Address:**  
DEQ-IFRO  
900 N. Skyline

Phone:  
Fax:

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
<u>1</u>	<u>2305179 05</u>	<u>C</u>	<u>location 1</u>	<u>13:35</u>	<u>0</u>	<u>05/09/23</u>	<u>9223B-PA</u>	<u>A</u>	<u>9223B-PA</u>	<u>A</u>
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	

Routine Sample  Construction/Special  W-Untreated(Source)  Repeat Sample  Upstream Repeat  Downstream Repeat  Other Repeat

Enforcement (Chain of Custody Required) *net-form* (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <u>[Signature]</u>	Date: <u>05/09</u>	Time: <u>16:29</u>	Received by: <u>Jio Pu</u>	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 16:29 #

DATE/TIME ANALYZE: 5/9/23 1658 out

DATE/TIME READ: 5/10/23 1140 set

ANALYST: Carla Jyt

SUPERVISOR:

LAB ID #: ID00969

REMARKS:

Send Results To:

DEQ  DEQPIH

Dist 7  Other

Dist 6

**Exhibit 16**  
**Case No. ISL-W-23-02**

Water System Name: Shotgun Cherokee PWS ID no: \_\_\_\_\_

Collector: Kelsey Carter Collect Date: May 09, 2023 County: Fremont

Person Transporting Sample: \_\_\_\_\_

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use: \_\_\_\_\_

Report Results To:  
DEQ-IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: (208)528-2650 Fax Number: \_\_\_\_\_



**Billing Address:**  
DEQ-IFRO  
900 N Skyline

Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
<u>1</u>	<u>2305179</u>	<u>01</u>	<u>C location 1</u>	<u>9:53</u>	<u>0</u>	<u>05/09/23</u>	<u>9223B-PA</u>	<u>20.1 P</u>	<u>9223B-PA</u>	<u>A</u>
<u>2</u>	<u>2305179</u>	<u>02</u>	<u>C location 2</u>	<u>10:31</u>	<u>↓</u>	<u>↓</u>	<u>9223B-PA</u>	<u>30.7 P</u>	<u>9223B-PA</u>	<u>A</u>
<u>3</u>	<u>2305179</u>	<u>03</u>	<u>C location 3</u>	<u>10:38</u>	<u>↓</u>	<u>↓</u>	<u>9223B-PA</u>	<u>29.2 P</u>	<u>9223B-PA</u>	<u>A</u>
<u>4</u>	<u>2305179</u>	<u>04</u>	<u>C location 4</u>	<u>11:05</u>	<u>↓</u>	<u>↓</u>	<u>9223B-PA</u>	<u>29.2 P</u>	<u>9223B-PA</u>	<u>A</u>
							<u>9223B-PA</u>		<u>9223B-PA</u>	

S-Routine Sample  C-Construction/Special  W-Untreated(Source)  P-Repeat Sample  U-Upstream Repeat  D-Downstream Repeat  X-Other Repeat

E-Enforcement (Chain of Custody Required) net-form (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <u>[Signature]</u>	Date: <u>05/09</u>	Time: <u>16:29</u>	Received by: <u>Jin pu</u>	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 16:29 ANALYST: Ryle Jgt

DATE/TIME ANALYZE: 5/9/23 16:58 SUPERVISOR: \_\_\_\_\_

DATE/TIME READ: 5/10/23 11:40 LAB ID #: ID00969

REMARKS: \_\_\_\_\_

Send Results To:  
 DEQ  DEQUIH  
 Dist 7  Other  
 Dist 6

**Exhibit 16**  
**Case No. ISL-W-23-02**



Water System Name: Shotgun North PWS ID no:

Collector: Kelsey Carter Collect Date: May 09, 2023 County: Fremont

Person Transporting Sample:

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:

Report Results To:  
DEQ-IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: (208) 528-2650 Fax Number:



**Billing Address:**  
DEQ-IFRO  
900 N Skyline

**Email:**

**Phone:**

**Fax:**

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)Present (A)bsent	Method Code #100ml	(P)Present (A)bsent
6	2305179	12	C Location 6	13:27	0	05/09/23	9223B-PA	A	9223B-PA	A
7	2305179	13	C Location 7	13:26	↓	↓	9223B-PA	A	9223B-PA	A
							9223B-PA		9223B-PA	
							9223B-PA		9223B-PA	
							9223B-PA		9223B-PA	

S-Routine Sample C-Construction/Special W-Untreated(Source)  
E-Enforcement (Chain of Custody Required)

P-Repeat Sample U-Upstream Repeat D-Downstream Repeat X-Other Repeat  
(At Original Tap)

**Chain of Custody Information**

Relinquished by: [Signature]	Date: 5/09	Time: 16:28	Received by: [Signature]	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 16:28 *HP* ANALYST: *Cylin Jett*

DATE/TIME ANALYZE: 5/9/23 1658 *aur* SUPERVISOR:

DATE/TIME READ: 5/10/23 1140 *aur* LAB ID #: ID00969

REMARKS:

Send Results To:  
 DEQ  DEQPIH  
 Dist 7  Other  
 Dist 6

May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR ASPEN RIDGE SUBDIVISION WELL PWS#  
ID7220007**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of E. coli bacteria in samples collected in Aspen Ridge Subdivision. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Aspen Ridge Subdivision is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Aspen Ridge Subdivision, DEQ will require additional efforts to evaluate the extent of contamination. Aspen Ridge Subdivision will remain on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

**Exhibit 17**  
**Case No. ISL-W-23-02**

Sincerely,

A handwritten signature in black ink, appearing to read "K. Carter", enclosed in a thin black rectangular border.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



Water System Name: Valley view Subd. PWS ID no: 7220156

Collector: Kelsey Carter Collect Date: May 08, 2023 County: Fremont

Person Transporting Sample:

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:

Report Results To:  
DEQ - IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: (208)528-2650 Fax Number:



**Billing Address:**  
DEQ-IFRO  
900 N. Skyline

Phone:  
Fax:

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
1	2305147 01	C	Location 1	11:20	0	05/08/23	9223B-PA	P	9223B-PA	P
2	2305147 02	C	Location 2	11:43	↓	↓	9223B-PA	P	9223B-PA	P
3	2305147 03	C	Location 3	12:10	↓	↓	9223B-PA	A	9223B-PA	A
4	2306147 04	C	Location 4	13:01	↓	↓	9223B-PA	P	9223B-PA	P
5	2305147 05	C	Location 5	13:13	↓	↓	9223B-PA	P	9223B-PA	P

Routine Sample  Construction/Special  Untreated(Source)  Repeat Sample  Upstream Repeat  Downstream Repeat  Other Repeat

Enforcement (Chain of Custody Required) net-form (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <u>[Signature]</u>	Date: <u>5/09/23</u>	Time: <u>7:45</u>	Received by: <u>[Signature]</u>	Relinquished by: <u>[Signature]</u>	Date: <u>5/9/23</u>	Time: <u>9:30</u>	Received by: <u>[Signature]</u>
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 9:30

DATE/TIME ANALYZE: 5/9/23 1518

DATE/TIME READ: 5/10/23 1030

ANALYST: [Signature]

SUPERVISOR: \_\_\_\_\_

LAB ID #: ID00969

REMARKS: \_\_\_\_\_

Send Results To:

DEQ  DEQPIH

Dist 7  Other

Dist 6

**Exhibit 18**  
**Case No. ISL-W-23-02**

Water System Name: GOOSE BAY ESTATES PWS ID no: 7220030

Collector: Kelsey Carter Collect Date: MAY 08, 2023 County: Fremont

Person Transporting Sample:

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:

Report Results To:  
DEQ - IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: (208) 528-2650 Fax Number:



**Billing Address:**  
DEQ - IFRO  
900 N Skyline

Phone:  
Fax:

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
1	2305147 06	C	LOCATION 1	15:54	0	05/08/23	9223B-PA	P	9223B-PA	P
							9223B-PA		9223B-PA	
							9223B-PA		9223B-PA	
							9223B-PA		9223B-PA	
							9223B-PA		9223B-PA	

Routine Sample  Construction/Special  W-Untreated(Source)  E-Enforcement (Chain of Custody Required) net-form  P-Repeat Sample  U-Upstream Repeat  D-Downstream Repeat  X-Other Repeat (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <u>[Signature]</u>	Date: <u>5/9/23</u>	Time: <u>7:45</u>	Received by: <u>[Signature]</u>	Relinquished by: <u>[Signature]</u>	Date: <u>5/9/23</u>	Time: <u>9:30</u>	Received by: <u>[Signature]</u>
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 9:30 ANALYST: [Signature] REMARKS:

DATE/TIME ANALYZE: 5/9/23 1518 SUPERVISOR:

DATE/TIME READ: 5/10/23 1030 LAB ID #: ID00969

Send Results To:  
 DEQ  DEQUIH  
 Dist 7  Other  
 Dist 6

**Exhibit 18**  
**Case No. ISL-W-23-02**

Water System Name: <b>Aspen Ridge Subd.</b>		PWS ID no: <b>7220007</b>
Collector: <b>Kelsey Carter</b>	Collect Date: <b>May 08, 2023</b>	County: <b>Fremont</b>
Person Transporting Sample:		
Condition of Transport: <input checked="" type="checkbox"/> Cooled <input type="checkbox"/> Carrier <input type="checkbox"/> Mail <input type="checkbox"/> Other		For Lab Use:
Report Results To: <b>DEQ - IFRO</b> <b>kelsey.carter@deq.idaho.gov</b>		
Phone Number: <b>(208) 528-2050</b>	Fax Number:	



Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**Billing Address:**  
**DEQ-IFRO**  
**900 N. Skyline**

Phone:  
 Fax:

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
**300 S. Freeman Ave Idaho Falls, IDAHO 83401**  
**Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)**

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
1	2305147	07	Location 1	13:29	0	05/08/23	9223B-PA	P	9223B-PA	P
2	2305147	08	Location 2	13:53	↓	↓	9223B-PA	P	9223B-PA	P
3	2305147	09	Location 3	14:04	↓	↓	9223B-PA	P	9223B-PA	P
4	2305147	10	Location 4	14:30	↓	↓	9223B-PA	P	9223B-PA	A
5	2305147	11	Location 5	14:40	↓	↓	9223B-PA	P	9223B-PA	A

Routine Sample     Construction/Special     W-Untreated(Source)  
 Enforcement (Chain of Custody Required)    net-form     P-Repeat Sample     U-Upstream Repeat     D-Downstream Repeat     X-Other Repeat (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <i>[Signature]</i>	Date: <b>05/09/23</b>	Time: <b>7:45</b>	Received by: <i>[Signature]</i>	Relinquished by: <i>[Signature]</i>	Date: <b>5/9/23</b>	Time: <b>9:30</b>	Received by: <i>[Signature]</i>
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: **5/9/23 9:30** ANALYST: **[Signature]**  
 DATE/TIME ANALYZE: **5/9/23 1518** SUPERVISOR: \_\_\_\_\_  
 DATE/TIME READ: **5/10/23 1030** LAB ID #: **ID00969**

REMARKS: \_\_\_\_\_

Send Results To:  
 DEQ     DEQPIH  
 Dist 7     Other  
 Dist 6

Water System Name: Aspen Ridge Subd. PWS ID no: 7220007

Collector: Kelsey Carter Collect Date: May 08, 2023 County: Fremont

Person Transporting Sample:

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:

Report Results To:  
DEQ - IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: Fax Number:



**Billing Address:**  
DEQ-IFRO  
900 N. Skyline

Phone:  
Fax:

Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
<u>6</u>	<u>2305147</u>	<u>12</u>	<u>C location 6</u>	<u>15:01</u>	<u>0</u>	<u>05/08/23</u>	<u>9223B-PA</u>	<u>P</u>	<u>9223B-PA</u>	<u>P</u>
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	
							<u>9223B-PA</u>		<u>9223B-PA</u>	

Routine Sample  Construction/Special  Untreated(Source)  Repeat Sample  Upstream Repeat  Downstream Repeat  Other Repeat

Enforcement (Chain of Custody Required) net-form (At Original Tap)

**Chain-of-Custody Information**

Relinquished by: <u>[Signature]</u>	Date: <u>05/09/23</u>	Time: <u>7:45</u>	Received by: <u>[Signature]</u>	Relinquished by: <u>[Signature]</u>	Date: <u>5/9/23</u>	Time: <u>9:30</u>	Received by: <u>[Signature]</u>
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5/9/23 9:30

DATE/TIME ANALYZE: 5/9/23 1518

DATE/TIME READ: 5/10/23 1030

ANALYST: [Signature]

SUPERVISOR: \_\_\_\_\_

LAB ID #: ID00969

REMARKS: \_\_\_\_\_

Send Results To:

DEQ  DEQUIH

Dist 7  Other

Dist 6

May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR GOOSE BAY ESTATES WELL PWS# ID7220030**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of E. coli bacteria in samples collected in Goose Bay Estates. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Goose Bay Estates is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Goose Bay Estates, DEQ will require additional efforts to evaluate the extent of contamination.

Goose Bay Estates will no longer be on quarterly monitoring for bacteria. Beginning June 2023 Goose Bay Estates will be on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

**Exhibit 19**  
**Case No. ISL-W-23-02**

Sincerely,

A handwritten signature in black ink, enclosed in a thin black rectangular border. The signature is cursive and appears to read 'Kelsey Carter'.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR SHOTGUN CHEROKEE SUBDIVISION 5 WELL  
PWS# ID7220063**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of total coliform bacteria in samples collected in Shotgun Cherokee Subdivision 5. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Shotgun Cherokee Subdivision 5 is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Shotgun Cherokee Subdivision 5, DEQ will require additional efforts to evaluate the extent of contamination.

Shotgun Cherokee Subdivision 5 will no longer be on quarterly monitoring for bacteria. Beginning June 2023 Shotgun Cherokee Subdivision 5 will be on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

**Exhibit 20**  
**Case No. ISL-W-23-02**

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter', enclosed in a thin black rectangular border.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR SHOTGUN NORTH WELL PWS# ID7220065**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of total coliform bacteria in samples collected in Shotgun North. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Shotgun North is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Shotgun North, DEQ will require additional efforts to evaluate the extent of contamination.

Shotgun North will no longer be on quarterly monitoring for bacteria. Beginning June 2023 Shotgun North will be on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

**Exhibit 21**  
**Case No. ISL-W-23-02**

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Carter', enclosed in a thin black rectangular border.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR VALLEY VIEW SUBDIVISION WELL PWS#  
ID7220156**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of E. coli bacteria in samples collected in Valley View Subdivision. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Valley View Subdivision is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Valley View Subdivision, DEQ will require additional efforts to evaluate the extent of contamination. Valley View Subdivision will remain on monthly bacteria sampling from each distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

**Exhibit 22**  
**Case No. ISL-W-23-02**

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter", enclosed in a thin black rectangular border.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

May 18, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: PROPER DISINFECTION PROCEDURES FOR PUBLIC WATER SYSTEMS**

Dear Dorothy,

As part of an ongoing investigation by the Department of Environmental Quality (DEQ) into customer complaints of poor water quality, and to monitor construction of the broken main on Balsam, DEQ staff was on-site in Aspen Ridge Subdivision on May 17, 2023, documenting observations and collecting data.

May 08 – May 09, 2023, a total of seven (7) bacteria samples were taken throughout the distribution in Aspen Ridge Subdivision. Four (4) of those samples returned with the presents of *E. coli*. The three (3) remaining samples returned present for Total Coliforms. None of the samples were absent of bacteria.

A notification was provided to Island Park Water Company on May 10, 2023, with instructions on how to proceed with corrective actions. Specifically, the source of the contamination must be identified, repaired, and the wells and distributions disinfected. Customers must be notified prior to shutting off water services for repairs and prior to disinfection. DEQ requested contact be made by Island Park Water Company to assist in properly calculating disinfection.

On May 11, 2023, DEQ Drinking Water Compliance staff were contacted by Roger Buchanan and Island Park Water Company, both discussed the use of chlorinating the wells for disinfection. DEQ staff informed Island Park Water Company that disinfection could not be conducted without notifying all persons served prior. The source of contamination had not been identified and notification had not been made by Island Park Water Company, therefore disinfection was not permitted. Roger Buchanan agreed to not chlorinate the wells in Aspen Ridge without notifying homeowners in advance. Additionally, email documentation was provided to Island Park Water Company on May 11, 2023, with all requirements that were previously given over the phone.

On May 16, 2023, further communication was provided to Island Park Water Company, via email, on the requirements being issued by DEQ, including providing daily updates on the system, identifying and resolving the source of contamination, working with DEQ staff prior to disinfection, and notifying all customers prior to disinfection.

Sample data collected on May 12, 2023, by Robert Surman/Roger Buchanan, were released to DEQ on May 18, 2023. Three samples were collected, one (1) from the East Well, one (1) from the distribution, and one (1) from the West Well. The sample collected from the East Well returned present for total coliform, indicating bacteria is present in the source. The other two (2) samples returned absent for bacteria.

**Exhibit 23**  
**Case No. ISL-W-23-02**

While DEQ staff was on-site in Aspen Ridge on May 17, 2023, chlorine residuals were taken from six (6) addresses. Five (5) of those chlorine readings indicated chlorine present in the distribution. One (1) reading returned 0.00 mg/L of chlorine and a bacteria sample was collected. This bacteria sample returned present for total coliform and *E. coli*.

Total chlorine readings indicate that disinfection was used in the wells and/or distribution. As previously documented, Island Park Water Company was instructed not to disinfect the wells without communicating with DEQ and notifying all homeowners. Neither of these actions were taken by Island Park Water Company. The three samples taken by Island Park Water Company in Aspen Ridge likely contained chlorine residuals that were not documented on the chain of custody. Meaning these samples do not adequately represent the water quality in Aspen Ridge. If the wells or the public water system is to be disinfected, the system must be flushed, and all chlorine must be removed from the system prior to collecting compliance samples. Masking a contamination issue is not permitted.

Please review the documentation provided in the attached photo log.

Island Park Water Company must disclose the location, date, and time, routine compliance samples will be taken in the seven public water systems operated by Island Park Water Company. DEQ staff will be on-site for collection and collect a verification sample from the location. Samples will need to be collected in compliance with the DEQ sampling procedure provided to Island Park Water Company.

If you have any questions, need clarification, or assistance, please feel free to contact me Monday-Friday 7:30 am - 4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Hannah Young, Lead Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

**Exhibit 23**  
**Case No. ISL-W-23-02**

# Photographic Documentation

**Inspection Date(s):** Wednesday, May 17, 2023

**Facility ID:** ID7220007

**Name of Facility:** Aspen Ridge Subdivision

**Inspector(s):** Kelsey Carter

**Purpose of Inspection:** On-site observation and data collection for an ongoing investigation



**State of Idaho  
Department of Environmental Quality**

**Exhibit 24  
Case No. ISL-W-23-02**

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Photograph 1: Hach Chlorine Test Kit

Pocket Colorimeter II

Cat. No. 58700-00

Lot A4176

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 2: Hach Chlorine Pocket Colorimeter II used for data collection 05/17/2023 in Aspen Ridge Subdivision with the lid on.

Cat. No. 58700-00

Lot A4176

**Exhibit 24**  
**Case No. ISL-W-23-02**





Photograph 3: Hach Chlorine Pocket Colorimeter II used for data collection 05/17/2023 in Aspen Ridge Subdivision with the lid off.

Cat. No. 58700-00

Lot A4176

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 4: Hach Chlorine Pocket Colorimeter II used for data collection 05/17/2023 in Aspen Ridge Subdivision Serial Number: 14040E244925

P/N: 5953000

Volts: 6V

Cat. No. 58700-00

Lot A4176

**Exhibit 24**  
**Case No. ISL-W-23-02**





Photograph 5: Hach Permachem Reagents DPD Total Chlorine Reagent for 10 mL sample

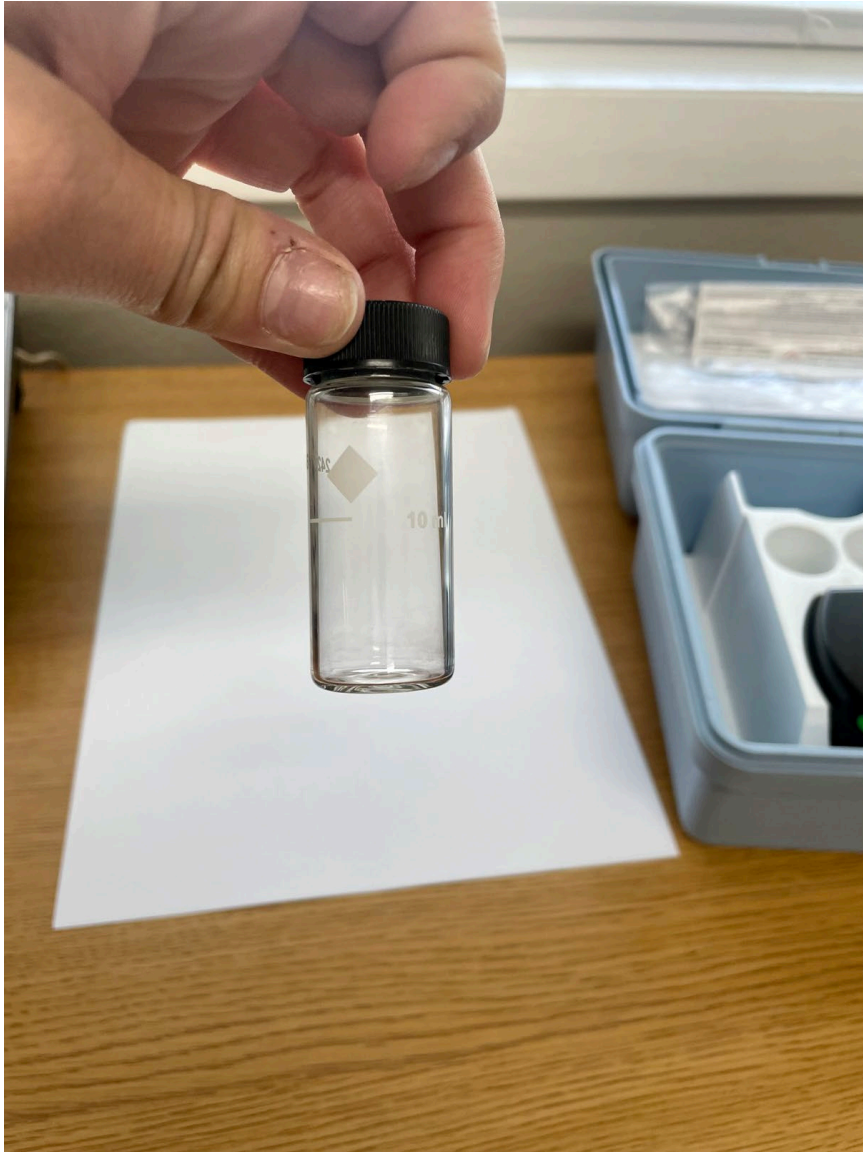
Cat. 21056-69

MSDS Number: M00110F10

Lot: A9112

Exp.: Apr-24

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 6: Hach 10 mL vial used for Chlorine Pocket Colorimeter II

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 7: Total chlorine reading taken at Location #1 in Aspen Ridge Subdivision at 10:19 displaying 0.04 mg/L

**Exhibit 24**  
**Case No. ISL-W-23-02**





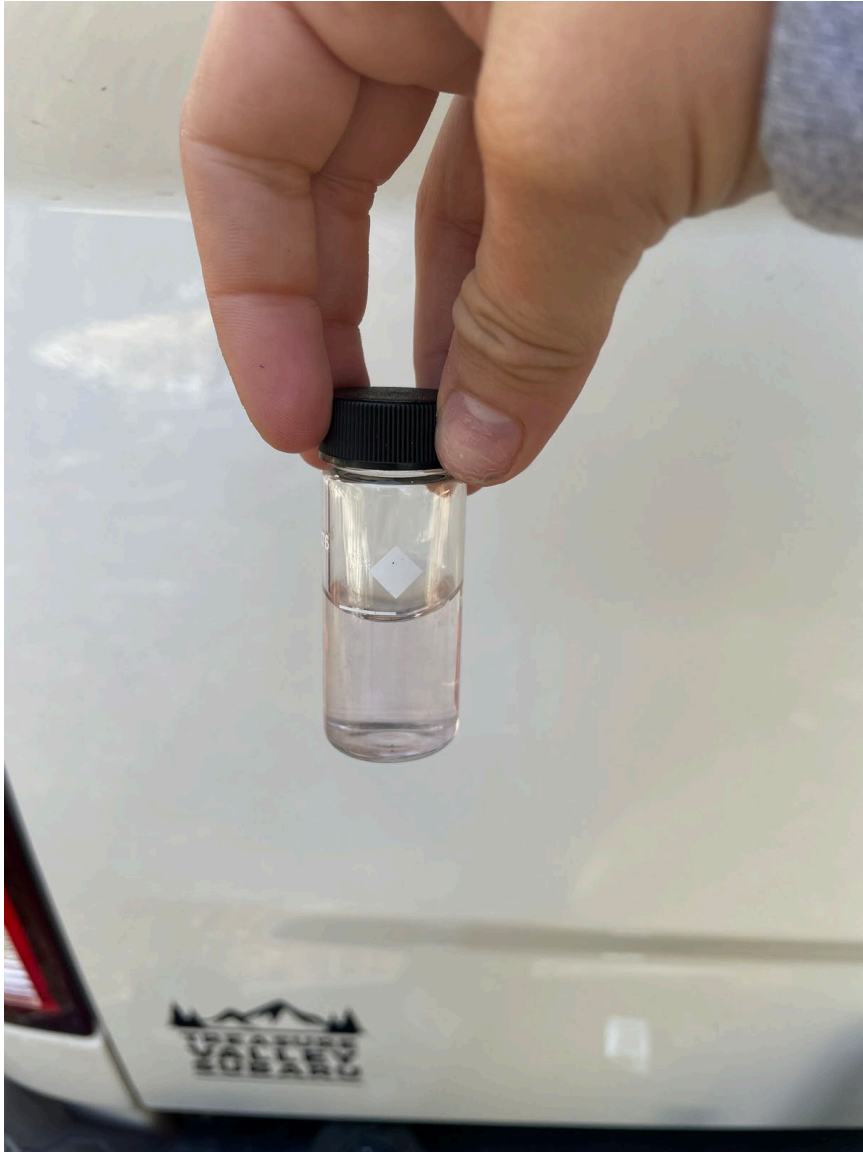
Photograph 8: Total chlorine reagent reaction for Location #1 at 10:19 with a reading of 0.04 mg/L

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 9: Total chlorine reading taken at Location #2 in Aspen Ridge Subdivision at 10:23 displaying 0.05 mg/L

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 10: Total chlorine reagent reaction for Location #2 at 10:23 with a reading of 0.05 mg/L

**Exhibit 24**  
**Case No. ISL-W-23-02**





Photograph 11: Total chlorine reading taken at Location #4 in Aspen Ridge Subdivision at 10:40 displaying 0.02 mg/L

Note: Homeowner had a hose running at a trickle to prevent freezing so a small amount of water had been in continuous use

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 12: Total chlorine reagent reaction for Location #3 at 10:40 with a reading of 0.02 mg/L

**Exhibit 24**  
**Case No. ISL-W-23-02**





Photograph 13: Total chlorine reading taken at Location #4 in Aspen Ridge Subdivision at 11:02 displaying 0.04 mg/L

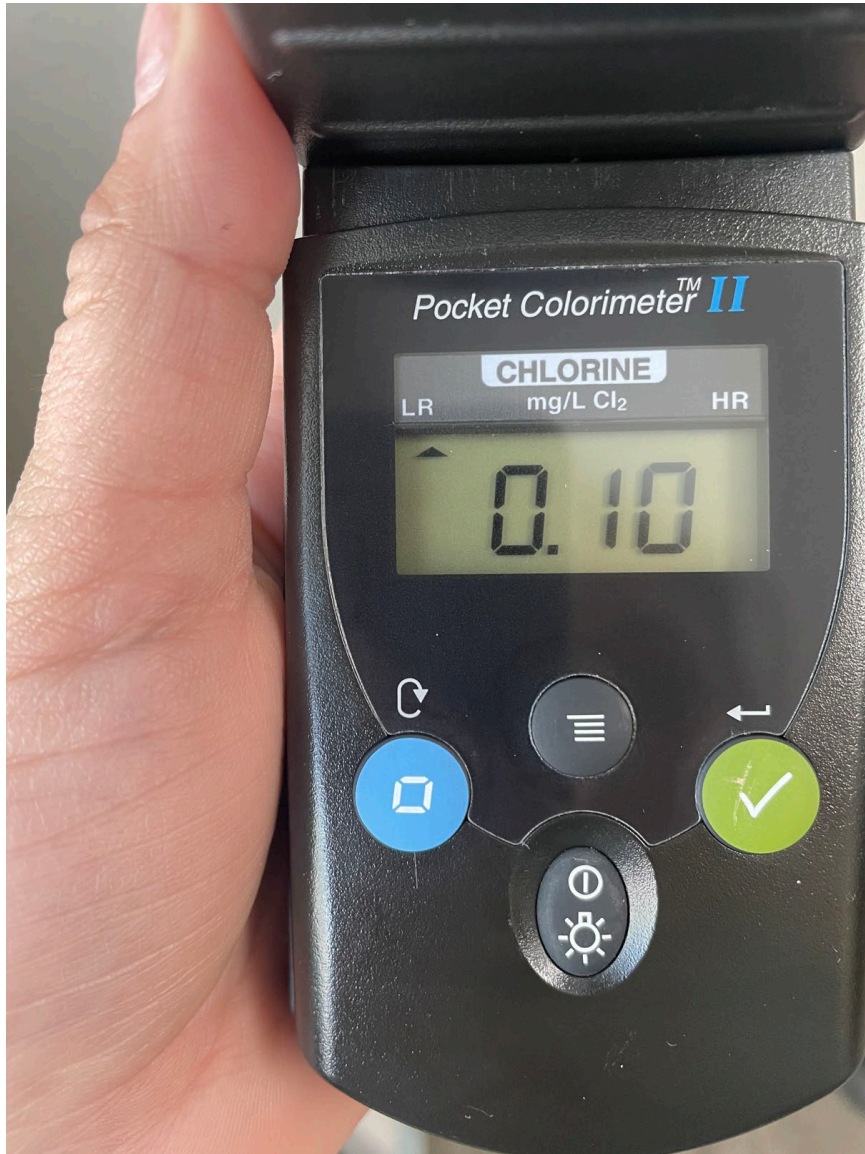
**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 14: Total chlorine reagent reaction for Location #4 at 11:02 with a reading of 0.04 mg/L

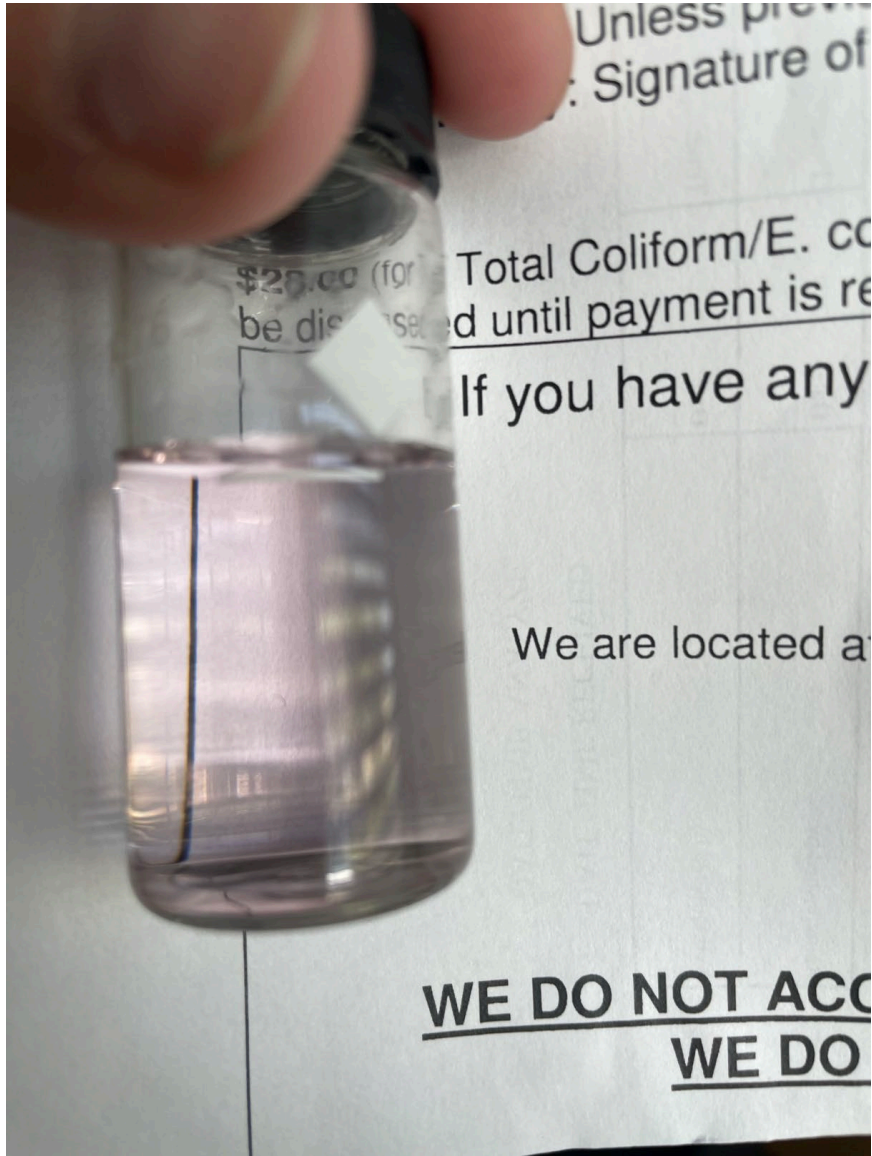
**Exhibit 24**  
**Case No. ISL-W-23-02**





Photograph 15: Total chlorine reading taken at Location #5 in Aspen Ridge Subdivision at 11:12 displaying 0.10 mg/L

**Exhibit 24**  
**Case No. ISL-W-23-02**



Photograph 16: Total chlorine reagent reaction for Location #5 at 11:12 with a reading of 0.10 mg/L



Photograph 17: Total chlorine reading taken at Location #6 in Aspen Ridge Subdivision displaying 0.00 mg/L. Location was used to collect a bacteria sample by staff.



Water System Name: Aspen Ridge Subd. PWS ID no: 7220007

Collector: DEQ Collect Date: May 17, 2023 County: Fremont

Person Transporting Sample:

Condition of Transport:  Cooled  Carrier  Mail  Other For Lab Use:

Report Results To:  
DEQ-IFRO  
kelsey.carter@deq.idaho.gov

Phone Number: (208)528-2650 Fax Number:



Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**Billing Address:**  
DEQ-IFRO  
900 N. Skyline

Email:  
Phone:  
Fax:

**TETON MICROBIOLOGY LABORATORY ID: ID00969**  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
1	230530301	C	Aspen Ridge	12:05	0	05/17/23	9223B-PA	P	9223B-PA	P
2	" 02	C	Shotgun 1	13:35	0	05/17/23	9223B-PA	P	9223B-PA	P
3	" 03	C	Shotgun 2	13:50	0	05/17/23	9223B-PA	P	9223B-PA	P
4	" 04	C	Shotgun 3	14:11	0	05/17/23	9223B-PA	P	9223B-PA	A
5	" 05	C	Shotgun 4	14:23	0	05/17/23	9223B-PA	P	9223B-PA	A

S-Routine Sample C-Construction/Special W-Untreated(Source)  
E-Enforcement (Chain of Custody Required) P-Repeat Sample U-Upstream Repeat D-Downstream Repeat X-Other Repeat  
(At Original Tap)

**Chain-of-Custody Information**

Relinquished by:	Date: <u>5/17/23</u>	Time: <u>15:54</u>	Received by:	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: 5-17, 15:54 ANALYST: Ayle Jgt REMARKS:

DATE/TIME ANALYZE: 5/17/23 1715 am SUPERVISOR:

DATE/TIME READ: 5/18/23 1238 am LAB ID #: ID00969

Send Results To:

DEQ  DEQPIH  
 Dist 7  Other  
 Dist 6

**Exhibit 25**  
**Case No. ISL-W-23-02**

[Home](https://www.deq.idaho.gov/) / DEQ issues boil water order for Shotgun Cherokee Subdivision, Island Park

## DEQ issues boil water order for Shotgun Cherokee Subdivision, Island Park

May 18, 2023

### Contact:

Kelsey Carter, Drinking Water Analyst,

**Kelsey.Carter@deq.idaho.gov**

(mailto:Kelsey.Carter@deq.idaho.gov)

.

ISLAND PARK — The Idaho Department of Environmental Quality (DEQ) is issuing a boil water order for Shotgun Cherokee Subdivision in Island Park, Idaho.

DEQ took water samples on May 17, 2023, at this public drinking water system as part of an investigation of water pressure and quality complaints. On May 18, 2023, DEQ received notification from the lab of

E coli

presence in the samples taken.

E coli

is an indicator that fecal contamination has occurred in the drinking water system. DEQ will continue to work with Island Park Water Company to resolve the situation.

Until further notice from DEQ, residents and businesses connected to the Shotgun Cherokee Subdivision water system are advised to boil their water for a minimum of one minute before consuming or to use bottled water.

View the

### **Boil Orders**

(<https://www2.deq.idaho.gov/admin/LEIA/api/document/download/20852>)

for more details on what to do. For more information, contact the following:

Island Park Water Company

455 Constitution Way

Idaho Falls, ID 83402

(208) 521-2369

**water@ida.net**

(mailto:water@ida.net)

Kelsey Carter

Drinking Water Analyst

Idaho Department of Environmental Quality

900 N. Skyline, Ste. B

Idaho Falls, ID 83402

(208) 528-2650

**Kelsey.Carter@deq.idaho.gov**

(mailto:Kelsey.Carter@deq.idaho.gov)



RECEIVED

MAY 04 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: \_\_\_\_\_

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? -0- *40 Nites*  
(This includes rental properties and the average number of guests per night) *A year.*

How many people are in the residence at the greatest occupancy? 8

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? 2016 2017 2018 2019 2020 2021 2022

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? Leaves from house to time

**Exhibit 27**  
**Case No. ISL-W-23-02**

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 235<sup>00</sup>

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

*Yes I've been on the water system for going on 25 years. First two years was good, but for some time we have not been able to drink water. we get the runs and stomach problems with out it.*

*And the Director of our sector is a  
Crook.*

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)

**Exhibit 27**  
**Case No. ISL-W-23-02**





RECEIVED

MAY 03 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

[Redacted]

Isuxay Park

Please provide your property address:

Purchased Property 2 yrs ago, she refused me water hookup. I am now approved for hookup supposedly this spring.

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

\* AFTER 1 year, Finally got hookup approval  
Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 4  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 5-6

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No  
in future

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? unknown

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? unknown

Exhibit 27

Case No. ISL-W-23-02

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No  
If yes, how much is your residence charged for drinking water annually? \$ \_\_\_\_\_

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality  
Attn: Kelsey Carter  
900 N. Skyline, Suite B  
Idaho Falls, Idaho 83402

Phone: (208)528-2650  
Fax: (208)528-2695  
Email: [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)

**Exhibit 27**  
**Case No. ISL-W-23-02**



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MAY 01 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: \_\_\_\_\_

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 2  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 2

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? ONLY WHEN REPAIRS BEING MADE

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_

Exhibit 27

Case No. ISL-W-23-02

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality  
Attn: Kelsey Carter  
900 N. Skyline, Suite B  
Idaho Falls, Idaho 83402

Phone: (208)528-2650  
Fax: (208)528-2695  
Email: [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)

**Exhibit 27**  
**Case No. ISL-W-23-02**

900 N. Skyline Drive, Suite B  
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor  
Jess Byrne, Director

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Please provide your property address: [REDACTED] Island Park

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 2-4 7-10 days  
(This includes rental properties and the average number of guests per night) of month

How many people are in the residence at the greatest occupancy? 4

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec All - only 7-10 days per month.

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? \_\_\_\_\_

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_



If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No *N/A*

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No *N/A*

Are you charged an annual drinking water fee?  Yes  No *unknown if it is included in fee.*  
If yes, how much is your residence charged for drinking water annually? \$ \_\_\_\_\_

*\* There is a disclaimer that we should install blue light water filtration system due to the age of our lines. We are not sure its safe to*

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page. *drink*

*Are we going to be notified if the water is safe to drink?*

*I.P. water company also stated they/she would not provide water to any short term or long term rentals and our water service is only authorized for (1) use - 1 house or RV but not both.*

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



*Call me with any further information needed.  
Thanks!*

Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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900 N. Skyline Drive, Suite B  
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor  
Jess Byrne, Director

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DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:



Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 3  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? occasionally in the summer - frozen in the winter

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? Exhibit 27 (not when we have been there)

Case No. ISL-W-23-02

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 190

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

*I have had pieces of bark and rock come into my home and clog my faucets. People do construction and alterations without protecting the systems. They strongly object to me personally testing the water and there is always the threat of it being shut off "water is a privilege, not a right." (Their statement)*

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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Idaho Falls, Idaho 83402

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DEQ-IDAHO FALLS

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Please provide your property address: [redacted] Island Park, Id 83429

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 3-4  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6-8

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

- Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? Summer time

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? Summer time

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 220<sup>00</sup>

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

When I first bought this property and reached out to pay my first bill I was not treated nicely. The woman I talked to asked if my property was a rental when I told her we were planning on renting it some time during the year she stated that I should have to pay more money. I told her if anything rental should be less due to less usage because we are not there all year round. She was rude to me and disagreed I still only payed the one rate she first stated. I guess you could say not really nice customer service. Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.

we would like communication about water quality/safety at least annually or when other areas near us have a boil order



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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Idaho Falls, Idaho 83402

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Email: [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)

**Exhibit 27**  
**Case No. ISL-W-23-01**





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DEQ-IDAHO FALLS

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Please provide your property address: \_\_\_\_\_ IP

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 2-4  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

- Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? All the time!

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? mostly summer



If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  
 Yes  No *Refuse to Answer*

Are you charged an annual drinking water fee?  Yes  No  
If yes, how much is your residence charged for drinking water annually? \$ 280

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

1. Poor billing
2. Threats against renters to disconnect
3. Late fees after they cash check
4. They cash checks and then don't reduce balance then charge late fees and try to get us to pay again.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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Please provide your property address:

[Redacted address]

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

All Summer use

On average, how many people are in your home in Shotgun Subdivision per day? 1  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 3

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? use to be frequent

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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Please provide your property address: [REDACTED]

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 7  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 12

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? \_\_\_\_\_

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 280

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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Please provide your property address (1) [redacted] [redacted] [redacted] [redacted], Island Park ID 83421

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 6  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 12

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? Jan - June 2021 Broken line

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? Summer

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you ~~able to contact~~ Island Park Water Company in the event you have a concern or complaint?

Yes  No

*One lady answers the phone for a couple of hours a day 3 days a week if she is in town*

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 1600

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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Please provide your property address: [REDACTED]

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 3-10  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 18-20

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? Last winter 4 water lines broken at a time

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? there are rental that are full

**Exhibit 27**  
**Case No. ISL-W-23-02**

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 280.00 <sup>per</sup> year

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

*We have had our cakin for 18 years. Sometimes when the water is off it will come in dirt brown yellow - we are unable to wash white underwear cloth they turn tan, yellow. we don't understand why she wants to control everything we do. Never been told why we cannot use our cakin as we want. I have been amazed at all that is being done since our meeting.*

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality  
Attn: Kelsey Carter  
900 N. Skyline, Suite B  
Idaho Falls, Idaho 83402

Phone: (208)528-2650  
Fax: (208)528-2695  
Email: [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)

**Exhibit 27**  
**Case No. ISL-W-23-01**





The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [REDACTED] Island Park, ID

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 2  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 3

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

- Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? Most often spring & Summer

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? Most often spring & Summer



If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

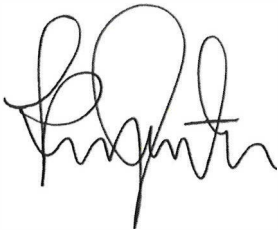
Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No  
If yes, how much is your residence charged for drinking water annually? \$ 280.<sup>00</sup>

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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**Exhibit 27**  
**Case No. ISL-W-23-01**



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APR 26 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [redacted] Island Park, Id.

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 4  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? \_\_\_\_\_

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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**Exhibit 27**  
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The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:

[Redacted] Island Park

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 1  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 3

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? Multiple last Fall, and no water is currently frozen because the air main line is too shallow

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? A

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ 2800  
annual water fee

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

when I called about an outage Dorothy asked if I was using my place as a short term rental. I don't understand what that had to do with the fact my water was off.

My neighbors said Dorothy refused to have our water lines lowered to an appropriate depth. Apparently she sees ours as summer homes. So we have to run hoses to keep our lines open. Unfortunately mine froze during an outage that occurred when it was very cold, so I froze up anyway.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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**Exhibit 27**  
**Case No. ISL-W-23-01**



900 N. Skyline Drive, Suite B  
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor  
Jess Byrne, Director

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APR 24 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Shotgun Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [REDACTED] Island Park, ID

Is your home connected to the Shotgun Subdivision Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Shotgun Subdivision per day? 0  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Shotgun Subdivision?  Yes  No

If yes, when? \_\_\_\_\_

Does your residence in Shotgun Subdivision experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_

**Exhibit 27**  
**Case No. ISL-W-23-01**

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Shotgun Subdivision?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  
 Yes  No

Are you charged an annual drinking water fee?  Yes  No  
If yes, how much is your residence charged for drinking water annually? \$ \_\_\_\_\_

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to protect public health and ensure your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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**Exhibit 27**  
**Case No. ISL-W-23-01**

900 N. Skyline Drive, Suite B  
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor  
Jess Byrne, Director

RECEIVED

APR 24 2023

DEQ-IDAHO FALLS

[Redacted]  
Dear [Redacted],

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Aspen Ridge's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: \_\_\_\_\_

Is your home connected to the Aspen Ridge Public Water System?  Yes  No

Is your property vacant, but contains a service connection such as a hydrant?  Yes  No

On average, how many people are in your home in Aspen Ridge per day? 1 to 10 seasonally  
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 20

Do you live in this residence year-round?  Yes  No

Are there any residents that stay for 6 months or more per year?  Yes  No

If not, which months is this home in use?

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Have you experienced a water outage in your residence in Aspen Ridge?  Yes  No

If yes, when? \_\_\_\_\_

Does your residence in Aspen Ridge experience low water pressure?  Yes  No

If yes, when? \_\_\_\_\_

Exhibit 27  
Case No. ISL-W-23-01

If you experienced either a water outage or low-pressure event, were you notified by Island Park Water Company within 24 hours?  Yes  No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Aspen Ridge?  Yes  No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?  Yes  No

Are you charged an annual drinking water fee?  Yes  No

If yes, how much is your residence charged for drinking water annually? \$ \_\_\_\_\_

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

*We have a well & we test water annually. All is good!*

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter  
Drinking Water Compliance Officer for Fremont County

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**Exhibit 27**

**Case No. ISL-W-23-02**





responsive (**EXHIBITS 3&5**). On March 3, 2023, Mrs. McCarty was sent notifications by DEQ, that there were no licensed operators for any of the IPWC water systems. Roger Buchanan, former licensed operator for the systems, has removed himself from that position and IPWC has not replaced him. Valley View and Aspen Ridge require a Class I Operator as they are classified as Non-Transient Water Systems (**EXHIBIT 4**).

6. Staff received a complaint on May 15, 2023 regarding frozen water lines beyond a customer's property boundary towards the main line, for which IPWC has stated that they are not responsible for and refuse to repair. Staff have responded to IPWC and advised that service lines from the main line to the customer's property boundary are the Company's responsibility. The Company refuses to respond (**EXHIBIT 6**).
7. Staff received a complaint from a customer on May 10, 2023 stating that the Company denied service due to the property being used as a rental. A message was sent to the Company on May 10, 2023. The response from the company on May 11, 2023 was that Mrs. McCarty was dealing with email service and spotty internet connection. Mrs. McCarty states that she sent a response from her phone, however, no response has been received. Contacted the Customer on June 5, 2023, and the Customer has received no messages, phone calls or emails from IPWC. Customer has also not received any boil notices or alerts (**EXHIBIT 7**).
8. On April 10, 2023, A customer in the Aspen Ridge Subdivision sent Staff a copy of a boil order in which he stated: "Island Park Water makes it sound like non-compliance issues are somehow the fault of Aspen Ridge residents. This could not be further from the truth." The incorrect boil notice letter was sent to residents of the subdivision by IPWC. A follow-up by Staff with DEQ indicated that the letter contained incorrect information and DEQ instructed IPWC to send out a corrected notice, however, DEQ did not get a response (**EXHIBIT 8**). On April 11, 2023, Mrs. McCarty sent out a long email letter disputing that she sent the incorrect notification and blaming her employee (for which she has stated in the past that she does not have) for not submitting the correct notification, although much of the language contained in the letter was consistent with previous letters written by Mrs. McCarty. Mrs. McCarty continues to blame others for her actions and accuse DEQ and others of making false statements.

9. On June 1, 2023, Staff received an email and letter that was sent to DEQ originally. It generally asked who was performing the repairs to the systems, as the IPWC contractors have no licensed plumbers (**EXHIBIT 9**). I confirmed that the company that IPWC is using does not have a licensed plumber. Through a telephone call with Kayla at the Idaho Department of Professional Licenses (IDOPL), Kayla also advised that no permits were obtained by any persons for repairs to the water systems in Island Park and therefore were not inspected by a State Inspector. It appears that IPWC is using an unlicensed contractor to perform current repairs on the water systems and has not pulled permits to legally perform the work.
10. On June 1, 2023, IPWC sent Staff an email notifying that the pumps in Shotgun North were down and the Company was working at restoring the system. The Company also stated that “tests and calls were sent out to those who provided contact information”. I returned the email and advised that those households that had not received notification by phone or text would need a notification posted on their doors and to let the PUC and DEQ know when all residents had been notified. On June 4, 2023, IPWC replied with the following: “The water was down for less than 4 hrs, well pump pulled and water restored. Texts were sent out, and customers shared as well on their social media. Everyone who was in the division at the time was notified per my understanding. It was NOT a planned emergency. Thank you Island Park Water CO.” (**EXHIBITS 10**). As the system was below the required 20 PSI pressure in the distribution system, notification, sanitizing, and additional notifications were required. IPWC did not perform those required notifications and continues to be argumentative regarding required duties as an operator/owner of a public water system.
11. On May 8, 2023, the DEQ collected water samples from Valley View, Aspen Ridge, and Goose Bay Subdivisions. E.coli was detected in all of the systems, which indicate fecal contamination. IPWC sent a follow-up letter that instead of accepting responsibility, generally stated that Mrs. McCarty didn’t feel the samples had been collected properly and denying that the samples were valid. Since that time, Mrs. McCarty has stated to numerous customers that there is nothing wrong with the water and advised customers that they could drink the water (**EXHIBIT 11**). Customers immediately contacted DEQ staff and were advised that this was false information and

that only DEQ could rescind the boil alert. DEQ warned IPWC numerous times that only DEQ could lift the boil alert. However, customers call on almost a daily basis, advising the DEQ that Mrs. McCarty is telling them that water is okay to drink. Mrs. McCarty continues to put customers at risk based on her actions advising people that the water is potable, while her inactions repairing the system and having unlicensed contractors perform the repairs continues to put the public health at risk.

12. On May 9, 2023, PUC Staff sent an email to Mrs. McCarty and advised the Company that on several occasions, Staff has asked IPWC to respond in a timely and complete manner to questions involving currently open informal complaints and to make a good faith attempt to resolve the complaints as described in the Utility Customer Relations Rules (UCRRs). To date, IPWC has either not responded completely, or answered in a manner that is argumentative, and not in the best interests of the customers. In other instances, Mrs. McCarty has not answered at all. The Company does not appear to be acting in good faith to fully resolve the complaints in a timely manner as required, and have, in contradiction to the UCRRs and tariff, been dismissive and generally argumentative to staff requests. The Company has continued to be unwilling to accept responsibility for their systems' operations and not addressed the customers' concerns in a thoughtful manner.

All of the thirteen current Informal Complaints have not been fully addressed and are well past thirty (30) calendar days required as the resolution deadline as described in Rule 403. In the time since my last email was sent to IPWC to respond to individual complaints, the Company's water systems have been disallowed by the DEQ, and numerous additional violations against the Company have been brought forth. The most recent system violations include Boil Notices for Goose Bay, Shotgun North, and Shotgun Kickapoo Subdivisions in addition to the previous Boil Notices for Valley View Subdivision and Aspen Ridge. Water service has also been interrupted in these subdivisions for extended periods and the Company is not proceeding with repairs, notifications or proper protocols to ensure public health is protected.

13. It has also become apparent in reviewing the numerous open and closed complaints, that when connecting a new customer to the system, the Company has been requiring

the Customer perform the connection at their own expense (**EXHIBIT 12**). This is not supported in the tariff. According to Section 9.1

*The service connection is the property of the Company and as such, the Company is responsible for its installation and maintenance. It consists of piping, curb stop and valve or meter box and a meter, if the system is metered. The service connection transmits water from the Company's water main to a valve or meter box generally located near the Customer's property line. All piping, valves or appliances beyond this point shall be the property and responsibility of the Customer.*

What has been found through recent investigations, are that the Company has been requiring customers to perform this work, then, in several instances, and possibly several years later, when there is a dispute about billing or other issues, the Company claims that the Customer made an illegal connection and attempts to collect an \$1,100.00 charge for an illegal connection plus billing beyond the UCRRs and tariff. This seems to have occurred on several occasions, including Ms. Tadlock, who paid approximately \$3,796.80 for “illegal” connection fees and back charges, and that the Company was aware of the connection when it occurred, and the connection should have been the Company’s responsibility to perform as described in the tariff.

Staff may request additional information from all customers within the Company’s systems to determine if connections were required by the Company to be performed and paid by the Customer. If additional cases of improper billing have occurred, or the Customer having been told by the Company that the Customer was responsible for the cost of connecting to the system, those Customers may also be due refunds for connections required by the Company but performed and paid by the Customer. This practice by the Company is not allowed under the tariff or UCRRs.

14. Since the March 29, 2023 Show Cause Hearing and Public Hearing, IPWC has incurred at least forty-eight (48) additional violations from DEQ (**EXHIBIT 13**) that includes the following:

- 2 - Public Health Hazard and ongoing Monitoring and Reporting Requirements
- 7 - Failure to Monitor Violations for Routine Total Coliform
- 5 - Failure to Monitor Violation Letter

- 1 - Failure to Follow Reporting Requirements to provide Tier 1 Public Notifications
- 1 - Change of Regulatory Determination
- 1 - Routine bacteria sample, total coliform positive, Repeat Monitoring and Groundwater Rule Requirements
- 1 - Additional Routine bacteria sample, total coliform positive, Repeat Monitoring and Groundwater Rule Requirements
- 3 - Idaho Code § 39-118 Violation of DEQ review and approval of plans and specifications for new construction or material modifications of existing public water systems, prior to commencing construction.
- 6 - Boil Order Notifications to all systems
- 7 - Failure to Respond to 93 Significant Deficiencies
- 5 - Increased Bacteria Monitoring - Well Source Water Assessment Monitoring (SWAM)
- 1 – Public Health Hazard and Ongoing Monitoring and Reporting Requirements
- 1 - Failure to Provide Quarterly Tier 1 Public Notification
- 7 - Tier 2 Significant Deficiencies Notice

The violations shown above include repeated E.coli detections in at least three systems, not following proper protocols during notifications, repair, sampling and reporting. Boil notices have been posted by DEQ, as the Company refuses to post approved boil notices and does not contact all customers. Additional Notices of Violations, and Notices issued by DEQ are generally ignored by the Company or are refuted by the Company despite direct evidence obtained by DEQ. Evidence includes staff observations, photographs and statements made by the Company that are contradictory of rules and regulations. Violations issued by DEQ prior to the March 29, 2023 Show Cause Hearing and Customer Hearing going back to October 22, 2022 have been ignored, with no DEQ approved repair plans being submitted by the Company and no DEQ required repairs being accomplished. The following are violations issued by DEQ between October 22, 2022 and the March 29, 2023 Show Cause Hearing and Public Hearing (**EXHIBIT 14**):

- 93 – Significant Deficiencies in seven IPWC systems
- 7 – Failure to Provide Tier 2 Public Notification
- 2 - Failure to Monitor Violation for Routine Total Coliform




- 1 – Failure to Provide Proper Tier 1 Public Notification
- 1 - Failure to Provide Signed Certification of Tier 1 Public Notification
- 1 - Failure to submit Operation and Maintenance Manual
- 1 – Failure to submit Operations Plan for Depressurization
- 1 – Failure to Provide Public Notice
- 1 – Year Round Monitoring Schedule Change due to Non-compliance

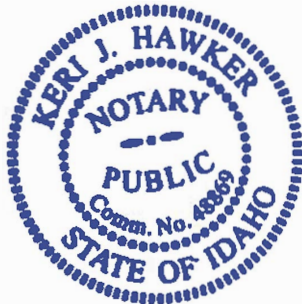
These 22 violations have yet to be addressed by the Company. No actions towards compliance have been presented by the Company and further Notices of Violation for Non-Compliance are anticipated from DEQ.

15. Based on my continued investigation, I believe there are additional instances of inappropriate Company billing practices and legitimate concerns of potential retaliation against customers. I am also very concerned that the Company has failed to provide safe, reliable, and consistent water service to its customers and continues to advise customers with false information that could compromise their health and well-being. I recommend the Commission direct Staff to investigate the allegations against Ms. McCarty and the Company, take appropriate measures to enforce the provisions of the Idaho Public Utilities Law, and decide if penalties are appropriate as permitted by Idaho law; whether the Company's employees and officers are subject to additional penalties under *Idaho Code* § 61-709; whether the Company's Certificate of Public Convenience and Necessity ("CPCN") should be revoked; whether imposing a receivership would serve the public interest; and whether other measures are necessary to protect public health and safety. The Commission could also address the improper handling of customer complaints, improper billing and retaliation which arose after the March 29, 2023, Show Cause Hearing, in Case No. ISL-W-23-01.

Dated this 23<sup>RD</sup> day of June 2023.

  
\_\_\_\_\_  
Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission

SUBSCRIBED AND SWORN to before me this 23<sup>rd</sup> day of June 2023.



Keri J. Hawker  
Notary Public for Idaho  
Residing at: Boise, ID  
Commission expires: March 15, 2025

\*\*\*\*\*

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY THAT ON THIS 26<sup>th</sup> DAY OF JUNE, 2023, I SERVED THE FOREGOING AFFIDAVIT OF JON KRUCK, IN CASE NO. ISL-W-23-02, IN THE MANNER INDICATED, TO THE FOLLOWING:

*Via Overnight Mail*

Island Park Water Company  
Dorothy McCarty  
155 E. 23<sup>rd</sup> Street  
Idaho Falls, Idaho 83404

Keri J. Hawker  
Keri J. Hawker  
Legal Administrative Assistant

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 1**

Island Park Water Company  
Sheet 1 Revision ---  
Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION  
APPROVED EFFECTIVE

DEC 18 08

NOV 5 - 08

Per o.w. 30468

*Jan A. Paul* SECRETARY

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**Rate Schedule 1 – All customers**

\$280.00 per year

Annual rate for the year of June 1, 2008 to May 31, 2009 to be pro-rated from the effective date of November 5, 2008.

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Issued 12/18/2008  
Effective 11/05/2008

Issued by Island Park Water Company  
Mike Bischoff, Manager  
(Signature) *Mike Bischoff*

Island Park Water Company  
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Per O.U. 30668

*Frank J. Smith* SECRETARY

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### Non-Recurring Charges

1. Reconnection Charge - \$20.00 for reconnection during normal business hours and \$40.00 for reconnection before or after normal business hours.
2. Late Payment Charge – 12 percent per annum or 1% monthly on unpaid balance.
3. Hook up Fee - \$200.00 for authorized connections, \$1,100.00 for unauthorized connections. In situations where a customer is more than 15 months delinquent and despite proper notification the customer has failed to make payment arrangements, the company is authorized to recover the costs of installing a shut-off valve (\$1,100.00) when a valve did not previously exist.

Normal business hours are defined by the Company as;

Monday through Friday 8:00 am – 5:00 pm except holidays

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Issued by Island Park Water Company  
Mike Bischoff, Manager  
(Signature) *Mike Bischoff*



Island Park Water Company  
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## GENERAL RULES & REGULATIONS FOR SMALL WATER UTILITIES

### 1. GENERAL

- 1.1 The Customer, in receiving water service, and the Company, in providing water service, shall both agree to abide by these rules and regulations.
- 1.2 In the event that there is a conflict between these rules and regulations and the Utility Customer Relations Rules (UCRR) and the Utility Customer Information Rules (UCIR), the Rules and Regulations of the Idaho Public Utilities Commission (Commission) shall take precedence unless an exception has been granted.
- 1.3 All recurring and non-recurring charges shall be approved in advance by the Commission.

### 2. DEFINITIONS

- 2.1 Applicant – a potential customer (person, business or government agency) applying for service to the Company and subject to the Commission's rules and regulations.
- 2.2 Billing Period - the period of time between bills from the Company for normal services rendered.
- 2.3 Commission - Idaho Public Utilities Commission.
- 2.4 Commodity Charge – a recurring charge based only on the quantity of water used.
- 2.5 Company – the water company.

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- 2.6 Connection or Hook-Up Fee – a non-recurring charge paid by a Customer requesting service for partial or full recovery of the Company's cost of providing a new service connection.
  - 2.7 Contribution in Aid of Construction – a non-recurring charge paid by a Customer or developer to help defray the cost of system expansion.
  - 2.8 Customer - a person, business or government agency responsible for paying bills and complying with the rules and regulations of the company.
  - 2.9 Customer Charge – a recurring fixed charge to recover a portion of the cost of meter reading and billing.
  - 2.10 Fixed or Flat Rate – a recurring charge of a fixed amount, usually in an unmetered system.
  - 2.11 Franchise Tax – the tax imposed on a Company by a governmental entity for the privilege of doing business within its boundaries.
  - 2.12 Late Payment Charge – the non-recurring charge levied against any delinquent balance.
  - 2.13 Minimum Charge – the minimum recurring charge for a billing period that may or may not include a specified quantity of water.
  - 2.14 Non-recurring Charges – the charges that are not assessed each billing period.
  - 2.15 Premises – the Customer's property including out buildings which are normally located on one lot or parcel of ground.
  - 2.16 Rate Schedule - the schedules of all recurring and non-recurring charges of the Company.
  - 2.17 Reconnection Charge – the charge paid by a Customer to the Company to restore service after disconnection.

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(Signature) Mike Bischoff

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Per O.U. 30668  
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- 2.18 Recurring Charges – the charges that are assessed each billing period.
  - 2.19 Tariff – the rate schedules and the rules and regulations which govern the Company's service.
  - 2.20 Utility Customer Information Rules (UCIR) – Information to Customers of Gas, Electric, and Water Public Utilities - IDAPA 31.21.02.000 et seq.
  - 2.21 Utility Customer Relations Rules (UCRR) - Customer Relations Rules for Gas, Electric, and Water Public Utilities Regulated by the Idaho Public Utilities Commission (The Utility Customer Relations Rules) - IDAPA 31.21.01.000 et seq.

**3. SERVICE FOR NEW CUSTOMERS**

- 3.1 The Company shall furnish service to applicants within its certificated service area in accordance with rates and the rules and regulations approved by the Commission.
- 3.2 Applicants for water service may be required to sign a standard form of service application.
- 3.3 The Company shall not be obligated to provide service at a service location until any required deposit has been received by the Company in accordance with the UCRR.
- 3.4 Special contracts may be required where large investments in special facilities are necessary to provide the requested service. The Company may require contribution toward such investment and establish such minimum charges as are deemed necessary. All such contracts shall be subject to the approval of the Commission.
- 3.5 The Company reserves the right to place limitations on the amount and character of water service it will supply and to refuse service if, in its opinion:

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- a. the Company is required to refuse or limit service by regulatory authorities having jurisdiction over the Company;
  - b. the requested service installation is of larger size than is necessary to properly serve the premises;
  - c. the permanency of the building, structure, or institution requesting to be served is such that the Company's investment in such service is jeopardized;
  - d. the depth of the applicant's service line is less than the minimum depth required for frost protection;
  - e. the applicants' proposed service, main or other appurtenance does not conform to good engineering design or meet the standard specifications of the Company; or
  - f. if the applicant refuses to agree to abide by the rules and regulations of the Company.

If the Company denies service to an applicant for any reason, it shall immediately provide the applicant with a written explanation of its decision in accordance with the UCRR.

**4. DEPOSITS**

- 4.1 Rules and Regulations regarding deposits can be found in the UCRR.

**5. RATES**

- 5.1 Rates charged for water service and supply shall be those published in the Company's tariff and approved by the Commission.

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**6. BILLING AND PAYMENT**

- 6.1 All Customers shall be billed on a regular basis as identified on the applicable rate schedule.
- 6.2 If the system is metered, the Company shall try to read the meters prior to each billing unless specified differently on the applicable rate schedule. If the Company's meter reader is unable to gain access to the premises to read the meter, or in the event the meter fails to register, the Company will estimate the Customer's water consumption for the current billing period based on known consumption for a prior similar period or average of several periods. Subsequent readings will automatically adjust for differences between estimated and actual. Bills based on estimated consumption shall be clearly marked as "estimated".
- 6.3 All bills shall clearly indicate the balance due, and may be due and payable no less than 15 days after the date rendered. All bills not paid by due date may be considered delinquent and service may be disconnected subject to the provisions of the UCRR.
- 6.4 A Late Payment Charge may be levied against any delinquent account. All payments received by the next billing date shall be applied to the Customer's account prior to calculating the Late Payment Charge.
- 6.5 The minimum bill or customer charge shall apply when service is provided for less than one month.
- 6.6 Owners of premises with one or more condominiums, buildings, stores, apartments or any other divisions of like or similar character, all of which are served from one (1) service connection are responsible for the entire water charges. If the owner desires to cease being responsible for water bills for such places and desires that the occupant of each division will be responsible for her or her respective bill, such transfer of responsibility will not be accepted

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or recognized by the Company until the plumbing arrangements of the building or premises are so changed by the owner or his or her agent as to permit the Company, to its satisfaction, to serve each division or occupant separately from the other occupants in the same building.

6.7 Accounts shall be continued and water bills rendered regularly until the Company has been duly notified to discontinue service.

**7. METERING (If Applicable)**

7.1 Meters will be installed by the Company near the Customer's property line or at any other reasonable location on the Customer's premises that is mutually agreed upon.

7.2 The Company's representative shall be given access to the Customer's premises at all reasonable hours for the purpose of obtaining meter readings. In the event of recurring inaccessibility the Company may, at its option and after notifying the customer, relocate its metering equipment at the Customer's expense.

7.3 The Company shall be responsible for the maintenance of its metering equipment. Meters are considered to be sufficiently accurate if tests indicate that meter accuracy is within  $\pm 2$  percent. When for any reason a meter fails to register within these limits of accuracy, the Customer's use of water shall be estimated on the basis of available data and charges shall be adjusted accordingly. Corrected bills shall then be sent out to the customer and additional payment or refund arrangements shall be made in accordance with the UCRR.

7.4 The Company reserves the right to test and/or replace any meter. Upon deposit of a "Meter Testing Fee" by a Customer, the Company will test the Customer's meter. If the test indicates that the meter over-registers by more

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than 2 percent, it shall be replaced with an accurate meter at no cost to the Customer and the "Meter Testing Fee" shall be refunded and water bills shall be adjusted in accordance with the UCRR. Meter Testing Fees shall require prior approval by the Commission.

- 7.5 At the Company's discretion, un-metered Customers may be converted to metered service if such transition occurs in a planned, systematic manner without unreasonable discriminations and if the Company has an approved metered rate.
- 7.6 The Company will have the right to set meters or other devices without notice to the Customer for the detection and prevention of fraud.
- 7.7 In any building where the meter is to be installed in the basement, the incoming water pipe must enter the basement at least sixteen (16) inches from the riser in order that a meter can be set in a horizontal position in the basement. All pipes to the different parts of the building or grounds must lead from the riser at least one (1) foot above the elbow.

**8. CUSTOMER PLUMBING AND APPLIANCES**

- 8.1 All plumbing, piping, fixtures and appliances on the Customer's side of the service connection will be installed and maintained under the responsibility and at the expense of the Customer or owner of the premises.
- 8.2 The plumbing, piping, fixtures and appliances shall be maintained in conformity with all municipal, state and federal requirements. The nature and condition of this plumbing, piping and equipment will be such as not to endanger life or property, interfere with service to other Customers or permit those with metered services to divert system water without meter registration.

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- 8.3 A stop-and-waste valve will be installed on the Customer's plumbing in a place always accessible and so located as to permit shutting off the water for the entire premises with the least possible delay.
- 8.4 All persons having boilers, water tanks or other equipment supplied by direct pressure from the Company's mains should install a pressure relief valve, or other device to serve the same purpose, so as to prevent excess pressure from forcing hot water and/or steam back into the water meter and mains of the Company. All damage to the Company's property resulting from the failure to properly equip plumbing with a relief valve will be billed to the Customer.
- 8.5 The Company is not obligated to perform any service whatever in locating leaks or other trouble with the customer's piping.
- 8.6 When the premises served by the Company are also served in any manner from another water supply of any kind, an approved backflow prevention device shall be installed at the service connection. Water service for either stand-by or other purposes will not be furnished until piping and connections are inspected and approved by a representative of the Company.
- 8.7 Property owners will not be allowed to connect the water service of different properties together.
- 8.8 All of the Customer's service pipes and fixtures must be kept in repair and protected from freezing at his or her expense. When there are leaking or defective pipes or fixtures, the water may be turned off at the option of the Company until the proper repairs are made.

**9. INSTALLATION OF SERVICE CONNECTIONS**

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- 9.1 The service connection is the property of the Company and as such, the Company is responsible for its installation and maintenance. It consists of piping, curbstop and valve or meter box and a meter, if the system is metered. The service connection transmits water from the Company's water main to a valve or meter box generally located near the Customer's property line. All piping, valves or appliances beyond this point shall be the property and responsibility of the Customer.
- 9.2 The Company reserves the right to designate the size and location of the service line, curbstop, meter (if applicable) and meter or valve box and the amount of space which must be left unobstructed for the installation and future maintenance and operation thereof.
- 9.3 Where a service connection is desired for premises on which there is no permanent structure, the Company will install a service connection to said premises only upon payment by the applicant of the estimated cost of said service connection. If within a period of five (5) years from the installation of said service connection a permanent structure is erected on the premises, the Company will refund, with interest, the difference between any approved new Customer charges in effect at the time of connection, and the applicant's advance.
- 9.4 The extra costs of any out-of-the-ordinary circumstances requiring additional equipment or special construction techniques involved in the installation of a service connection will be agreed to in advance by the Customer and the Company.
10. **REPLACEMENT OR ENLARGEMENT OF SERVICE CONNECTION**
- 10.1 Unless otherwise provided herein, the Company shall replace or enlarge service connections at its own expense as follows:

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- a. whenever it is necessary to change the location of any service connection due to relocation or abandonment of the Company's mains; and,
  - b. for commercial or industrial services where the type or volume of use has changed and the enlargement will result in sufficient increase in annual revenue to justify the enlargement.
- 10.2 The relocation, enlargement or reduction of service connections for the convenience of the Customer will be at the expense of the Customer. Prior to such relocation, enlargement or reduction, the Customer will deposit the estimated cost thereof with the Company. Within fifteen (15) days, a refund will be made to the Customer in the amount by which the estimated cost exceeds the actual cost. The amount by which the actual cost exceeds the estimated cost will be due and payable within fifteen (15) days after billing for such deficiency.
- 10.3 Enlargement of any service connection will be made only after such time as the Customer's plumbing inside his or her premises have been enlarged sufficiently to accommodate the additional capacity.
- 11. DISCONNECTION AND RECONNECTION OF SERVICE**
- 11.1 When a Customer desires to discontinue service he shall give notice to the Company at least two (2) days in advance and be responsible for all water consumed for the two (2) days after the date of such notice.
  - 11.2 The Company shall discontinue a Customer's service on an involuntary basis only in accordance with UCRR.
  - 11.3 When it becomes necessary for the Company to involuntarily discontinue water service to a Customer, service shall be reconnected only after all bills

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for service then due have been paid or satisfactory payment arrangements have been made.

- 11.4 A reconnection fee may be charged each time a Customer is disconnected, either voluntarily or involuntarily, and reconnected at the same premises. The reconnection fee will be paid before service is restored. Reconnection fees shall not be charged for any situation or circumstance in which the Customer's water supply is disconnected by the Company for its convenience.
- 11.5 The Company reserves the right at any time, upon notice, to shut off the water for maintenance or expansion and, in emergencies, may do so without notice. The Company shall at all times use reasonable diligence and care to prevent interruption of said water service.
- 11.6 Except in the case of an emergency, no one, except an authorized Company representative, shall turn on or turn off the water on the Company's side of the service connection.

**12. EXTENSION OF WATER MAINS**

- 12.1 The extension of system water mains for the purpose of providing new service shall be handled in accordance with the "Uniform Main Extension Rules for Small Water Companies" which is attached to these Rules and Regulations as an Appendix.

**13. MISCELLANEOUS**

- 13.1 No customer shall permit any person from another premises to take water from his or her water service or tap for more than (1) week without the written permission and consent of the Company.
- 13.2 No person acting either on his or her own behalf or an agent of any person, firm, corporation or municipality not authorized by the Company shall take any

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- water from any fire hydrant on the Company's system except in the case of an emergency.
- 13.3 No person shall place upon or about any hydrant, gate, box, meter, meter box or other property of the Company any building material or other substance so as to prevent free access at all times to the same.
- 13.4 Service will be maintained to domestic Customers on a preferential basis. Delivery of water under all schedules may be restricted, interrupted or curtailed at the discretion of the Company in case of shortage or threatened shortage of water.
- 13.5 No rate contract or application is assignable from one user to another, except upon agreement of all parties concerned.
- 13.6 The Company representative shall be given access to the premises of the Customer at all reasonable hours for obtaining meter readings, for turning on or shutting off the flow of water, for inspecting, removing, repairing or protecting from abuse or fraud any of the property of the Company installed on the premises. Access shall be granted at all times for emergency purposes.
- 13.7 No one shall tamper or interfere with the Company's equipment or property, nor shall repairs, connections or replacements be made without the Company authorization.
- 13.8 Whenever an applicant desires service of a character for which there is no available service classification, a contract may be executed in lieu of a tariff. Any such contract shall be subject to the approval of the Idaho Public Utilities Commission.
- 13.9 Copies of the Company's rates and summary of rules and regulations shall be available at the Company's office and provided to customers upon commencement of service, and annually thereafter in accordance with the UCRR and the UCIR.
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14.1 Attachment 1 - if used

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Mike Bischoff, Manager  
(Signature) *Mike Bischoff*

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 2**

## Jon Kruck

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**From:** Jon Kruck  
**Sent:** Tuesday, May 9, 2023 1:59 PM  
**To:** water@ida.net  
**Cc:** Chris McEwan  
**Subject:** Open Complaints status  
**Attachments:** Electronic Dispute Resolution.pdf; Dan Rostrom Complaint.pdf; Debbie LaMotte Complaint.pdf; Lana Tadlock Complaint.pdf; Reese Mitchel Complaint.pdf; Shotgun Bar - Ridge Cap Rentals.pdf; Frost-Rumsey Complaints.pdf; Carma Markin Complaint.pdf; Dan Rostrom Complaint.pdf

Dear Mrs. McCarty,

As you are aware, the Idaho Public Utilities Commission (PUC) Staff has asked on several occasions for Island Park Water Company (IPWC) to respond in a timely and complete manner to questions involving currently open informal complaints and to make a good faith attempt to resolve the complaints as described in the UCRRs. To date, IPWC has either not responded completely, or in most of the cases attached, not answered at all. The Company does not appear to be acting in good faith to fully resolve the complaints in a timely manner as required, and have, in contradiction to the UCRRS and tariff, been dismissive and generally argumentative to staff requests. The Company has continued to be unwilling to accept responsibility for their systems operations, nor addressed the customers concerns in a thoughtful manner. The Commission Staff again asks that the Company respond to its inquiries and to the Customer concerns.

As you know, the PUC Staff having previously provided the Company with copies of the Electronic Dispute Resolution document attached, and a copy of the Utility Customer Relations Rules (UCRRs), and in regard to informal Customer complaints, in which the document states: "A substantive response is required within ten (10) business days. If extensive resources or prolonged negotiations are necessary to resolve a complaint, an extension of time may be granted upon the utility's request to the investigator handling the complaint. A full and complete response is due no later than thirty (30) calendar days."

All of the thirteen current Informal Complaints have not been fully addressed and are well past thirty (30) calendar days as described in Rule 403. This email is another attempt by the PUC Staff to have IPWC reply in a responsive and complete manner to the submitted complaints and accept responsibility for the operations, customer service, and safety of its water systems. Failure to address the informal complaints may result in the matters being referred for formal administrative proceeding before the Commission.

Please answer each complaint in a separate email and address each of the questions in each complaint on an individual basis. Please do not send an "all inclusive" email jumping back and forth between customers complaints as the email you sent on March 4, 2023. These are considered unresponsive.

In the time since my last email was sent to IPWC to respond to individual complaints, the Company's water systems have been disallowed by the Idaho Department of Environmental Quality (DEQ), and numerous additional violations against the Company have been brought forth. The most recent system violations include Boil Notices for Goose Bay, Shotgun North and Shotgun Kickapoo subdivisions in addition to the previous Boil Notices for Valley View Subdivision and Aspen Ridge. Water service has also been interrupted in these subdivisions.

Other issues of great concern are that Carma Markin has not received the letter or two checks that you show in your Affidavit Exhibit C as evidence that the issue has been resolved. In the Company response your attorney sent to the Commission on May 3, 2023, Page 7, Number 11; it again states that the checks have been sent. After talking with Ms. Markin on the phone, this apparently is not the case. The PUC Staff would suggest that you void those checks, re-write them, and send them via Certified Mail to Ms. Markin's billing address. Once copies of cancelled checks are received by the PUC, then they would be considered appropriate as evidence of refunded payments to the Customer.

It has become apparent in reviewing the numerous open and closed Company complaints, that when connecting a new customer, the Company has been requiring the Customer perform this task at their own expense. This is not supported in the tariff. According to Section "9.1 The service connection is the property of the Company and as such , the Company is responsible for its installation and maintenance. It consists of piping, curb stop and valve or meter box and a meter, if the system is metered. The service connection transmits water from the Company's water main to a valve or meter box generally located near the Customer's property line. All piping, valves or appliances beyond this point shall be the property and responsibility of the Customer."

What has been found through recent investigations, are that the Company has been requiring the Customer to perform this work, then, in several instances, and possibly several years later, when there is a dispute about billing or other issues, the Company claims that the Customer made an illegal connection and attempts to collect an \$1,100.00 charge for an illegal connection plus billing beyond the UCRRs and tariff. This seems to have occurred on several occasions, including Ms. Tadlock, who paid approximately \$3,796.80 for "illegal" connection fees and back charges, and that the Company was aware of the connection when it occurred, and the connection should have been the Company's responsibility to perform. The Company is only allowed to back bill a maximum of three (3) years only. The Tadlock's are due a refund from the Company for the difference in what they paid, and what the Company charged beyond the three years. The Tadlock's are also due the fee they were required by the Company to pay to hook up the initial service by the contractor. This is the Company's responsibility as described above and in your tariff.

The PUC Staff may request additional information from all customers within the Company's systems to determine if connections were required by the Company to be performed and paid by the Customer. If additional cases of improper billing have occurred, or the Customer having been told by the Company that the Customer was responsible for the cost of connecting to the system, those Customers may also be due refunds for connections required by the Company but performed and paid by the Customer. This practice by the Company is not allowed under the tariff or UCRRs.

Regarding Ridge Cap Rentals. Regardless of the Company's "beliefs", the property has one connection according to all available records and drawings and therefore should receive bills for one tariff charge of \$280.00. There is no written agreement between Ridge Cap Rentals and IPWC and it does not appear that there was ever a verbal agreement according to statements by both parties. In the event, there was a written agreement, that agreement would need to be approved by the PUC prior to implementation, which it was not. The Company continues to be in violation of its tariff. The Company cannot regulate the amount of water to a property without a meter in place and without requesting an approved meter rate by the Commission. This has not been performed. Also, the Company has no control over the covenants for the subdivision. According to the plain language of the covenants, the control lies with all the property owners of the subdivision. The covenants originally included uses consistent with what those currently present on the Ridge Cap Rentals property. The uses of the property are not up for debate and have nothing to do with the Company providing safe, reliable water at the approved tariff rate. Ridge Cap Rentals is due refunds of

overcharges for the last three years of the overage amount. In addition, Ridge Cap Rentals is due a refund of \$2,600.00 of the \$2,800 hookup fee that the Company charged at closing for the property. The Company is allowed a hook up fee of \$200.00. The Company cannot charge beyond the tariff. Please provide copies of the cancelled checks for these refund payments to the Customer once they clear the bank. This will provide the evidence that the Company is no longer in violation of its tariff regarding this Customer and this billing issue. Once the copies of cancelled checks are received from the Company, barring any new, unforeseen issues, and full responses to the attached questions, the Commission Staff may close this complaint.

Please respond fully to the attachments and the items described in this email above. These informal complaints will remain open until all requested information from the Company has been provided to the Commission Staffs satisfaction, resolutions including refunds have been made to the Customers, and all customers have clean, dependable water service restored.

Please reach out if you have any questions or require clarification on any of the items described.

Thank you,

Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission  
Direct: (208) 334-0304  
Toll Free 1-800-432-0369



**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 3**

## Jon Kruck

---

**From:** Jon Kruck  
**Sent:** Friday, May 12, 2023 1:58 PM  
**To:** water@ida.net  
**Cc:** Chris McEwan  
**Subject:** Requested informal complaint responses

Good afternoon Dorothy,

Upon initial review of the Company's responses to the informal complaints, it appears that we are again going around in circles regarding your answers.

Based on a cursory review, it appears that you are either unwilling or unable to accept many of the rules, regulations, CPCN and tariff that your Company is regulated by.

The Company continues to confuse the regulations set forth by the various agencies in regulating the company, based on the responses you provided.

Each of the regulatory agencies have their own set of rules and regulations that the Company is required to abide by, and based upon the responses, the Company appears to be confusing which set of rules they are responding to.

I will be going through each of your responses, and replying to the Company as soon as I am able to sort through and determine the relevant information you provided.

In the meantime, we encourage you to focus your attention on addressing the repairs to your system so the Company can provide safe and reliable water service to its customers.

Thank you,

Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission  
Direct: (208) 334-0304  
Toll Free 1-800-432-0369

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 4**



STATE OF IDAHO  
DEPARTMENT OF  
ENVIRONMENTAL  
QUALITY

1410 North Hilton • Boise, ID 83706 • (208) 373-0502  
www.deq.idaho.gov  
04/03/2023

Brad Little, Governor  
Jess Byrne, Director

VALLEY VIEW SUBDIVISION  
ATTN: DOROTHY MCCARTY  
455 Constitution Way  
IDAHO FALLS, ID 83402

**Response Due  
by: 5/3/2023**

**ADVISORY:**

Issue Regarding the Drinking Water Responsible Charge Operator for VALLEY VIEW SUBDIVISION (ID7220156)

Dear Drinking Water Administrative Contact or System Owner:

According to the Department of Environmental Quality records, VALLEY VIEW SUBDIVISION public water system has no Responsible Charge Operator

Idaho Division of Occupational and Professional Licenses					
Required DEQ System Classification(s)	Responsible Charge Operator (Drinking Water Database info)	License	License #	Exp. Date	Licensing Issue
Very Small Water System	No Record	No Record	No Record	No Record	System has no Responsible Charge Operator

If you need to update your operator information or search for an operator for hire, please use our Public Water System Switchboard located at: [www.deq.idaho.gov/water-quality/drinking-water/public-water-system-switchboard/](http://www.deq.idaho.gov/water-quality/drinking-water/public-water-system-switchboard/)

All community and non-transient non-community ground water systems and all surface water systems are required to have a properly licensed responsible charge operator at all times, in accordance with the Idaho Rules for Public Drinking Water Systems (IDAPA 58.01.08.554). Failure to obtain a properly licensed responsible charge operator will result in a violation. Additional enforcement actions may include the disapproval of your water system and a Notice of Violation with monetary penalties.

If you have questions concerning licensure, including exam dates, you can visit the Idaho Division of Occupational and Professional Licenses' website at <https://dopl.idaho.gov/>.

**Please contact the DEQ Idaho Falls Regional Office to discuss compliance options at 208-528-2650 or email below:**

JASON FALES; jason.fales@deq.idaho.gov  
SAMAH ELSHAFEI; Samah.Elshafei@deq.idaho.gov  
KELSEY CARTER; Kelsey.Carter@deq.idaho.gov

Sincerely,

Cassandra Lemmons  
Drinking Water Compliance and Enforcement Coordinator

CS:CL:ef

c: JASON FALES, DEQ Idaho Falls Regional Office

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 5**

## **Jon Kruck**

---

**From:** Jon Kruck  
**Sent:** Friday, May 12, 2023 1:58 PM  
**To:** water@ida.net  
**Cc:** Chris McEwan  
**Subject:** Requested informal complaint responses

Good afternoon Dorothy,

Upon initial review of the Company's responses to the informal complaints, it appears that we are again going around in circles regarding your answers.

Based on a cursory review, it appears that you are either unwilling or unable to accept many of the rules, regulations, CPCN and tariff that your Company is regulated by.

The Company continues to confuse the regulations set forth by the various agencies in regulating the company, based on the responses you provided.

Each of the regulatory agencies have their own set of rules and regulations that the Company is required to abide by, and based upon the responses, the Company appears to be confusing which set of rules they are responding to.

I will be going through each of your responses, and replying to the Company as soon as I am able to sort through and determine the relevant information you provided.

In the meantime, we encourage you to focus your attention on addressing the repairs to your system so the Company can provide safe and reliable water service to its customers.

Thank you,

Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission  
Direct: (208) 334-0304  
Toll Free 1-800-432-0369



**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 6**

## Jon Kruck

---

**From:** Jason Fales  
**Sent:** Monday, May 15, 2023 10:33 AM  
**To:** Jon Kruck  
**Subject:** RE: IPWC - Julie Hill

Well, we saw the plumber and crew on Monday and Tuesday last week. They had done some hand digging to get to Hill's service line, but that was it. Dorothy's claim that there was no evidence of digging is another misrepresentation. I'm just hoping that when she emails PUC to put words in my mouth or Kelsey's that the PUC understands this is likely a fabrication.

**From:** Jon Kruck <[jon.kruck@puc.idaho.gov](mailto:jon.kruck@puc.idaho.gov)>  
**Sent:** Monday, May 15, 2023 9:56 AM  
**To:** Jason Fales <[Jason.Fales@deq.idaho.gov](mailto:Jason.Fales@deq.idaho.gov)>  
**Cc:** Kelsey Carter <[Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)>; Cassandra Lemmons <[Cassandra.Lemmons@deq.idaho.gov](mailto:Cassandra.Lemmons@deq.idaho.gov)>; Jami Delmore <[Jami.Delmore@deq.idaho.gov](mailto:Jami.Delmore@deq.idaho.gov)>  
**Subject:** RE: IPWC - Julie Hill

Thanks Jason,

I had issue with Dorothy blaming the customer, then making statements on behalf of the DEQ. You are correct in that the plumber and Julie did not go past the property line. Julie's line ends at the property line and IPWCs line goes into the road. Plumber would not dig past the property boundary. Yes, the customer also stated that her neighbor had water. The plumber confirmed that it was an issue with the IPWC portion of the service and main line beyond the customers property boundary. The responses I have received from Dorothy were also of denial and resistance and minimization of lack of water for the customers. I will be following up with Dorothy.

Thanks for you reply.

Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission  
Direct: (208) 334-0304  
Toll Free 1-800-432-0369

**From:** Jason Fales <[Jason.Fales@deq.idaho.gov](mailto:Jason.Fales@deq.idaho.gov)>  
**Sent:** Monday, May 15, 2023 9:46 AM  
**To:** Jon Kruck <[jon.kruck@puc.idaho.gov](mailto:jon.kruck@puc.idaho.gov)>  
**Cc:** Kelsey Carter <[Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)>; Cassandra Lemmons <[Cassandra.Lemmons@deq.idaho.gov](mailto:Cassandra.Lemmons@deq.idaho.gov)>; Jami Delmore <[Jami.Delmore@deq.idaho.gov](mailto:Jami.Delmore@deq.idaho.gov)>  
**Subject:** RE: IPWC - Julie Hill

Hi Jon,

I talked to Julie Hill last week as well. I informed her about the boil order. I then attempted to contact IPWC about the problem and was met with denial and resistance. IPWC, Dorothy, immediately blamed the problem on Julie's service line and demanded the name of the plumber, who she wanted to question about what methods were used and what was uncovered. Kelsey and I were in Aspen Ridge while the plumber and his crew were working on the Hill residence

service line, and they hand dug a hole on Hill's property off of Lodgepole road. It did not appear that they had attempted to uncover the main line running under Lodgepole. The strange thing was that their neighbors directly to the north had water and pressure when we tested their line Monday. We then received conflicting reports from Dorothy and the neighbors as to whether they still had water later in the week.

I just wanted to pass that information along. Thanks.

Jason

Jason Fales | Drinking Water Compliance Supervisor  
Idaho Department of Environmental Quality  
900 N. Skyline, Suite B  
Idaho Falls, ID 83402  
(208) 528-2663  
<http://www.deq.idaho.gov>

**Our mission:** To protect human health and the quality of Idaho's air, land, and water.

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**From:** Kelsey Carter <[Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)>  
**Sent:** Monday, May 15, 2023 8:54 AM  
**To:** Jason Fales <[Jason.Fales@deq.idaho.gov](mailto:Jason.Fales@deq.idaho.gov)>; Cassandra Lemmons <[Cassandra.Lemmons@deq.idaho.gov](mailto:Cassandra.Lemmons@deq.idaho.gov)>; Jami Delmore <[Jami.Delmore@deq.idaho.gov](mailto:Jami.Delmore@deq.idaho.gov)>  
**Subject:** FW: IPWC - Julie Hill



**Kelsey Carter**  
**Drinking Water Analyst**  
900 N Skyline, Suite B Idaho Falls, Idaho 83402  
Office: (208)528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)  
**Our Mission:** To protect human health and the quality of Idaho's air, land, and water.

---

**From:** Jon Kruck <[jon.kruck@puc.idaho.gov](mailto:jon.kruck@puc.idaho.gov)>  
**Sent:** Monday, May 15, 2023 8:45 AM  
**To:** Kelsey Carter <[Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov)>  
**Subject:** IPWC - Julie Hill

Good morning Kelsey,

Hope you had a good weekend. On Friday, I received another complaint regarding a water outage in Aspen Ridge. The Customer name is Julie Hill, 4708 Lodgepole. I called Julie and she has no water. She had a plumber come out to check her service line and make sure it wasn't frozen. Upon uncovering the line, it was determined that the issue lies beyond the property line on the Company side of the property boundary. Julie contacted Dorothy and was told that it was her problem, and that she would have to wait until spring before she could have water. Dorothy also told the customer that

it was her own fault that she didn't have water and Julie stated that Dorothy was very accusatory, short, and spoke very angrily towards her and that somehow the customer froze the main line.

Also, the Customer had not received a notice that there was a boil order and only knew because her neighbor told her of the order. I thought this might be of interest to you.

Have a great day!

Jon Kruck  
Utilities Compliance Investigator  
Idaho Public Utilities Commission  
Direct: (208) 334-0304  
Toll Free 1-800-432-0369

## Jon Kruck

---

**From:** Kelsey Carter  
**Sent:** Tuesday, May 30, 2023 3:18 PM  
**To:** Cassandra Lemmons  
**Cc:** Jami Delmore; Jason Fales; Carlin Feisthamel; Hannah Young; Jon Kruck; Chris McEwan; Claire Sharp; Troy Saffle  
**Subject:** IPWC Sampling

Hello Everyone,

I have now received three phone calls from homeowners of IPWC claiming Dorothy is walking around the subdivisions knocking on doors and asking to collect samples from the bathtub of the home. Dorothy is instructing the homeowners to run the bathtub for ten minutes and is carrying a bottle of Clorox bleach with her. Right before it is time to collect the sample, she has asked the homeowner if she can use their bathroom. None of the homeowner have seen her collect the actual sample. When she comes out of the bathroom the sample bottle is filled and they report the bathroom smells of bleach. I have notified the lab to do a chlorine strip reading and they will invalidate any sample that has a reading. A homeowner from Shotgun Cherokee, Aspen Ridge, and Goose Bay have all had the same story. I have also attached an email that I just received from a homeowner in Goose Bay.

I will likely be taking samples tomorrow to confirm the masking taking place.

Dorothy is also telling homeowners in Shotgun that DEQ never reported the e.coli samples to her for Cherokee and this is just erroneous acquisition.

Let me know if you have any other ideas on next steps we can do.

Thanks,



**Kelsey Carter**  
**Drinking Water Analyst**

900 N Skyline, Suite B Idaho Falls, Idaho 83402  
Office: (208)528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

**Our Mission:** To protect human health and the quality of Idaho's air, land, and water.

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 7**



## Jon Kruck

---

**From:** water <water@ida.net>  
**Sent:** Thursday, May 11, 2023 10:47 PM  
**To:** Jon Kruck; water@ida.net  
**Subject:** RE: please resend the open cases

**CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.**

Thank you. It could be because I am dealing with an issue with email service and a spotty internet connection. It shows I sent it from my phone. But then your one email says app not compatible- whatever that means??. Probably issues with internet where I am. I replied to the Pyne but my copy didn't come back to me. Hope you received that. Appreciate the heads up!

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Jon Kruck <jon.kruck@puc.idaho.gov>  
**Date:** 5/11/23 3:10 PM (GMT-07:00)  
**To:** water@ida.net, Chris McEwan <chris.mcewan@puc.idaho.gov>  
**Subject:** RE: please resend the open cases

Hello Dorothy,

I looked at my inbox and spam folder and didn't see anything from you. Please let me know the time and date, or a screen shot of the email you sent with the time and date and I can have our IT department see if they can find it.

Attached are the files I previously sent. If you cannot open one, please let me know which file so I can fix the file and resend. There is also the complaint I sent on 5/10/2023 at 8:06 am from Tara Pyne. I received your auto response, so I am sure you received it. You are welcome to respond to my email on this one, as it seems like it should be a very simple response and acknowledgment from the Company.

Thank you for the response!

Jon Kruck

Utilities Compliance Investigator

Idaho Public Utilities Commission

Direct: (208) 334-0304

Toll Free 1-800-432-0369

---

**From:** water@ida.net <water@ida.net>  
**Sent:** Thursday, May 11, 2023 3:29 PM  
**To:** Chris McEwan <chris.mcewan@puc.idaho.gov>  
**Cc:** Jon Kruck <jon.kruck@puc.idaho.gov>  
**Subject:** please resend the open cases  
**Importance:** High

**CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.**

---

Jon,  
Please resend the attachments for the open cases as requested. Some would not open and download and are needed to reply.

Thank you in advance as apparently you missed this request earlier this week.  
Thank you and have a great day  
Dorothy

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 8**

# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Aspen Ridge Subdivision Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Aspen Ridge Subdivision was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Aspen Ridge Subdivision failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours. All compliance samples have been collected within the correct time frame, but not from the correct location.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for the 1st Quarter of 2023 has not been collected in Aspen Ridge Subdivision from the DEQ approved sampling location.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220007.

Date distributed: 04/07/2023.

## Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

#### Goose Bay Estates Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Goose Bay Estates was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Goose Bay Estates failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for Goose Bay Estates for the 1st Quarter of 2023 has not been collected.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220030.

Date distributed: 04/07/2023.



May 10, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: *E. COLI* BACTERIA CONTAMINATION NOTICE FOR VALLEY VIEW SUBDIVISION (PWS #ID7220156), ASPEN RIDGE SUBDIVISION (PWS #ID7220007), AND GOOSE BAY ESTATES (PWS #ID7220030)**

Dear Ms. McCarty,

As part of an ongoing investigation by the Department of Environmental Quality (DEQ) into customer complaints of poor water quality, lack of water, and low pressure, a field sampling event was conducted in Valley View Subdivision, Aspen Ridge Subdivision, and Goose Bay Estates on Monday, May 8, 2023. DEQ collected water samples to check for potential bacterial contamination. In these three public water systems, *E.coli* was detected indicating that the water has fecal contamination. *E.coli* positive samples require a boil order to be release immediately. DEQ will be issuing this public notification, through a press release, as the collector of these samples.

The source of the contamination must be identified, repaired, and the wells and distributions disinfected. Customers must be notified prior to shutting off of water services for repairs and disinfection. Please contact DEQ if you require assistance in properly calculating disinfection.

Once the source of contamination has been identified, corrected, and disinfection has occurred, sampling from each distribution system will need to occur. Two samples must be collected from each distribution for two consecutive days, for a total of four from each public water system. DEQ must be notified prior to sampling these three subdivisions. A sample siting plan will be required to adequately represent the distributions. Verification of sample information will occur prior to removing the boil order.

If you have any questions, need clarification, or assistance, please feel free to contact me Monday-Friday 7:30 am -4:30 pm at [kelsey.carter@deg.idaho.gov](mailto:kelsey.carter@deg.idaho.gov) or (208)528-2650.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office



C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

## Jon Kruck

---

**From:** water <water@ida.net>  
**Sent:** Tuesday, April 11, 2023 3:07 AM  
**To:** Chris McEwan; Jon Kruck; Claire Sharp; Joseph Terry; water@ida.net  
**Subject:** RE: Aspen Ridge depressurization

**Importance:** High

**CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.**

Good Morning Chris.

Thank you for including me in the email.

Yes, Kelsey Carter falsely accused both myself and Roger Buchanan in her email chain which you were included.

Yes Kansas Buchanan was in constant contact that day with Kelsey, sending back and forth documents waiting on approval from Kelsey who was as I understand dictating each word she would accept and approve. When Kansas had received final approval of the documents being required to be distributed then Kansas prepared the document \*(Kelsey had written/approved) requiring Be signed. I reviewed the documents with Kelsey's "required wording" \*( which Although I disagreed with Kelsey's required wording stating no water samples had been taken. \*At the hearing we showed results from Teton Micro Biology lab for these quarterly samples which were all Absent. The only system not tested was Goose Bay as we had no access. In the past District 7 Health had acknowledge that it is virtually impossible to drive 2 miles into this subdivision as roads are closed by State Park from October to mid May).

Kansas explained to me Kelsey Carter would not allow the water company to let customers know the water was tested and required this wording. I signed because I understood I has no other choice per Kelsey Carter.

Kansas after I left returned ny email to Kelsey the signed form and by accident attached an erroneous letter. I was unaware of what was sent back and Kansas didn't realize the error until minutes later Kelsey sent out her letter accusing both myself and Roger of falsifying a document! This was Absolutely untrue and Kelsey had full knowledge that neither myself nor Roger were involved in any manner in creating the the letter Kelsey falsely accused us of. Kelsey also knew only Kansas would be working with Kelsey! Kelsey was in constant communication that day with Kansas sending back and forth infirmation including seeing and telling Kansas precisely each word Kelsey demanded be written on the Notice.

It is beyond mistifying why Keksey would not have first reaching out to Kansas. Instead of calling Kansas back and saying " hey you attached an erroneous document Kelsey immediately wrote to everyone to accuse us. First off the document mistakenly attached was not even a Tier 2 Notice. Obviously as a result, kansas was extremely distraught over what was an obvious unintentional error!! Kansas felt betrayed by kelsey who showed no courtesy to her. It is my understanding Kansas is deeply concerned and hesitant to continue to work with Kelsey especially since kelsey has continued to make additional false claims that Kansas didn't submit the correct forms to media \*( again not true) and that Customers were not notified etc. (\* not true). It is impossible truly for any of us to trust kelsey going forward as since this letter incident Kelsey continues to make other accusations.

Tonight I received a call from a customer informing me she received a letter today from Kelsey Carter, which she said she investigating under the direction of the PUC - conducting a "survey".

This surprised me, since you mentioned the PUC doesn't do this. Perhaps I misunderstood.

The point being customers are concerned when we are basically forced by DEQ/Kelsey Carter to send out a Tier 2 Notice saying we failed to sample water, when they know this was done and on record. Especially knowing who and where samples were taken!! The Tier 2 Notice Kelsey required wording actually is intentionally misleading customers. But again, watee company was forced to use her wording!!

1. Water was tested. 2 Three (3) site sampling plans were submitted/ rejected -as discussed!!

As we stated it was understood that DEQ recognized that not all roads are plowed and few people in cabins and so we were told we could go to another quadrant. Our mistake was not " recording" what was actually said to us. The intent was actually in compliance with intent by EPA standards and first quarter.

Note: Visiting with Falls Water and other water companies Kelsey is not requiring a site sampling plan - allowing exactly what IPWC did! Also not requiring the documents Kelsey is requiring of IPWC.

I respect that PUC doesn't cross jurisdictional lines with another agency! . However apparently the newest circulating letter today from DEQ/ Kelsey Carter implies she is conducting this survey for PUC - at least this is what Customers understand.

Chris thank you for relaying information as what I and Roger were accused of was absolutely false and as of today I have not seen any retraction by Kelsey Carter even though she was instantly made aware it was not true.

As to Aspen Ridge the wells are running. We had to remove 10ft deep snow for over 60 feet to get to lower well. Currently as of today the snow base of 2 ft packed road base is melting making access impossible even for trucks as base is sinking. I got stuck Sunday when I went up. Hopefully this clears up quickly.

Island Park is very challenging as subdivision roads are gravel/dirt- no paved roads in any of them. Very very muddy in Spring.

So I presume the Boil Advisory will remain in place.

Thank you again Chris for sharing! Appreciate this.

Sincerely,

Dorothy

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Chris McEwan <chris.mcewan@puc.idaho.gov>

Date: 4/7/23 10:54 AM (GMT-07:00)

To: Jon Kruck <jon.kruck@puc.idaho.gov>, Claire Sharp <claire.sharp@puc.idaho.gov>, Joseph Terry <Joseph.Terry@puc.idaho.gov>

Cc: water@ida.net

Subject: RE: Aspen Ridge depressurization

Team,

Dorothy (cc'd) just called and is having email issues but would like to respond to Jon's email to keep everybody at the PUC specifically in the loop about Aspen Ridge.

In summary Dorothy noted;

1. Roger was able to get somebody out there (very costly) to clear the snow (approximately 10'), providing access to fix the well issues.
2. The well is fixed; however, the boil notice will remain in effect until she can meet the requirements of the DEQ. She needs 4 samples (2 back-to-back) accurately representing the subdivision. We didn't go further as this is a DEQ process/scope of responsibility not the PUC and I don't want to cross lines.

3. She wants to note that she didn't do the Notification letter to the DEQ wrong, Kansas (whom was very upset) simply attached the wrong version.
4. She wants to make note that she correctly notified the subdivision with posting notices, informing local news, emails (some emails appeared to get rejected), text messages (verified by customer phone calls back to her), phone, social media and mail.

Again, the point of this email is to simply document the conversation between Dorothy and I in her response to inform and respond to the PUC, keeping us in the loop.

Dorothy,

If I missed something, please let us know when you have email access again.

Thank You,

Chris McEwan

Program Manager Compliance/Consumer Assistance/Telecom

Idaho Public Utilities Commission

Direct: (208) 334-0352

**From:** Jon Kruck <jon.kruck@puc.idaho.gov>  
**Sent:** Thursday, April 6, 2023 10:09 AM  
**To:** water@ida.net  
**Cc:** Chris McEwan <chris.mcewan@puc.idaho.gov>  
**Subject:** Aspen Ridge depressurization

Good morning Dorothy,

I just wanted to touch base with you regarding Aspen Ridge. I understand that there was a depressurization due to issues with the well/pump near the entrance to the subdivision.

I also understand Roger went out yesterday and was not able to get to the well yet. Can you please keep us in the loop regarding what the issues are and your best estimate of when service will be restored?

I don't want to seem like I am pushing or anything, but I expect there may be customers calling to ask questions regarding their service, and I would like to have some answers to keep them at bay until the system can be repaired.

Please let me know your thoughts.

Thank you!

Jon Kruck

Utilities Compliance Investigator

Idaho Public Utilities Commission

Direct: (208) 334-0304

Toll Free 1-800-432-0369

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 9**



Who is the licensed excavator and plumber doing the repair work for Island Park Water Company. Looks like dead people. Shouldn't someone have a Journeyman's plumbers license?

**How long can DEAD people keep their contractors license?**

**Public Record Information**

**Business Name:** ISLAND PARK SERVICES INC.

**Owner:** TIMOTHY VOLLWEILER, SYLVIA VOLLWEILER

**Profession:** IDAHO CONTRACTORS BOARD

**Type:** REGISTERED ENTITY CONTRACTOR

**Number:** RCE - 6722

**Address Of Record:**

**City/State/Zip:** ISLAND PARK ID 83429

**Country:** USA

**Business Phone:** (208) 558 - 7548

**Original Date of Issue:** 1/10/2006

**Registered/Licensed By:**

**Status:** Current

**Discipline Status:**

**Expiration Date:** 1/10/2024

<https://www.facebook.com/islandparkservices/>

<https://islandparkservices.com/>

**Status History**

Date	Action
12/29/2022	Renewed
1/10/2022	Renewed
1/5/2021	Renewed
12/13/2019	Renewed
12/24/2018	Renewed
12/12/2017	Renewed
12/19/2016	Renewed
1/26/2016	Reinstated
1/11/2016	Expired
12/8/2014	Renewed
1/8/2014	Renewed
12/24/2012	Renewed
12/30/2011	Renewed
12/10/2010	Renewed
12/29/2009	Renewed
12/24/2008	Renewed
12/13/2007	Renewed
1/3/2007	Renewed
1/10/2006	New License

**Disciplinary Action Documents**

None

# Sylvia Vollweiler

## SYLVIA VOLLWEILER OBITUARY

**I**SLAND PARK -- Sylvia Vollweiler, 59, a longtime and beloved member of the Island Park community, passed away at her cabin in Shotgun on Friday, Aug. 15, 2008.

Sylvia was born Oct. 21, 1948, in Champaign, Ill., the daughter of Francis Eugene Cope and Juanita Pearl Cope.

Since Francis was a member of the military, the family lived in many areas of the U.S. and spent a few years in Germany.

The family eventually settled in Caldwell, where Sylvia graduated from high school. She then went on to work for companies such as Ore-Ida Foods and Household Finance before moving to Island Park in 1975.

Sylvia worked at the 1st Security Bank in West Yellowstone, Mont., and the Targhee National Forest's Island Park Ranger District. She served on the advisory board of the Bear End Day Care Center in West Yellowstone.

She and Tim lived in American Falls for four years, where she was an enthusiastic participant in many community activities, including those involving the chamber of commerce.

Sylvia was very active in the Island Park community, as a member and/or part of the leadership of the Fugowee Snowmobile Club, Island Park Quilt Guild, Island Park Pool League, Targhee Women's Club, Island Park Library Friends, Island Park QRU and Island Park Area Chamber of Commerce. She founded the local chapter of the Red Hat Society, known as the Red Hat Mountain Mommas. She served on the Fremont County Fair Board.

An avid snowmobiler, Sylvia participated in the Ol' Ladies Snowmobile Race for 18 years. She loved boating and enjoyed many outdoor activities that Island Park offers. She also loved her dogs and photography, winning awards for her photography at the Fremont County Fair.

Because of her many years of service to the community, the Island Park News community achievement awards committee named Sylvia Woman of the Year in 2004.

Sylvia took great joy in organizing a Christmas Eve service at the Little Church in the Pines. She did this for 13 years, making it a cherished part of the community's holiday season.

Sylvia and her husband, Tim, owned Island Park Services and were partners in Targhee Construction and Island Park Sand and Gravel.

Everyone who knew Sylvia, "Sly," will affirm that she was a straight shooter in all matters and always willing to chip in when her help was needed.

Sylvia is survived by her husband of 15 years, Tim Vollweiler; daughter, Abby Todd; and stepdaughters, Kortney (Thomas) Hinckley and Nichole (Matthew) Carlton.

A celebration of Sylvia's life will be at 11 a.m. Wednesday, Aug. 20, 2008, at the Little Church in the Pines at Mack's Inn with Pastor Ted Pierce officiating.

In lieu of flowers, please consider donating to the Targhee Women's Club scholarship fund, P.O. Box 112, Island Park, ID 83429.

Family Tribute

Published by Post Register on Aug. 18, 2008.

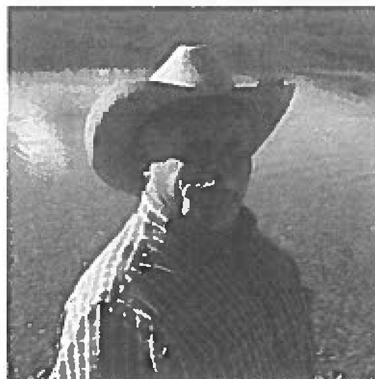
## Baxter Funeral Home

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### Tim Vollweiler

( October 09, 1956 - August 28, 2020 )

Timothy Jon Vollweiler  
October 9, 1956 – August 28, 2020



It is with great sadness we announce that on Friday August 28, 2020, one of Island Park's greatest cowboys, Timothy Jon Vollweiler beloved husband of Kelli Vollweiler passed away peacefully in his home at the age of 63.

On October 9, 1956 The World was forever changed, in the small town of American Falls, Idaho Tim was born to Ellen Lynn Warren & Arthur John Vollweiler. Tim, graduated from American Falls High School in 1974, began working in his Father's Machine Shop, married Karen Woodworth shortly after in 1980, had his two daughters; Daughters Kortney Lynn & Ellen Nichole.

Inspired by his father's Industrial nature, Tim left American Falls to build a life and a business in the Mountain town of Island Park, ID. Despite arriving in Island Park with only his tireless work ethic & a few thousand bucks in his pocket, Tim opened his own snow removal and excavation business "Island Park Services" in 1998. Tim was a diligent entrepreneur & loved every aspect of his business from the simplest of jobs to the most complex, and he'd happily do them all.

Tim loved the community in which he worked. He treasured the many friendships and relationships he built in Island Park. One of his favorite things was the Christmas Program at the Little Church in the Pines, with which he was involved since the late 90's

Tim worked hard, but he also knew how to kick off his boots, throw some meat on the grill, pop open the White Zin, and have a good time. He was passionate about fast Cars & Trucks, especially if they were Red, & made by Ford. He enjoyed restoring old trucks, and one time not too long ago while driving around he came across an old 1970' Ford High Boy, just like the one he drove in High School. He spent the last several years restoring that truck and even showed it off at a few car shows in the area.

One of Tim's greatest life moments took place on September 17, 2011 when he married the love of his life Kelli Simper. They were an unstoppable pair who together built Island Park Services into a very successful business and opened Bar 030, one of the best bars in the area.

Tim is preceded in death by his Mother Ellen Lynn Vollweiler and his Father Arthur John Vollweiler.

Tim is survived by his wife Kelli Vollweiler; his children; Kortney Hinckley (Thomas) of UT, Nichole Carlton (Matthew) of GA, Dusty Brinkworth (Mike) of AZ, Brooke Schweigert (Brad) of AZ, Saige Hall (Nathan) of CT, and Chet Simper (Heidi) of UT; his siblings; Mary Ellen Doering (Harwood) of ID, Artha Lee Chips (Robert) of ID, and Arthur Rick Vollweiler (Phyliss) of ID; many nieces and nephews; and his 17 grandchildren; Addie, Emma, Claire, Mason, Braxton, Carston, Ardynn, Kallison, Dawson, Fynn, Emerson, Tyler, Cooper, Jack, Lily, Royce, and Connor.

Visitation will be at 11:00 am on Friday September 4, at the Church of Jesus Christ of Latter-Day Saints at 350 Church Lane, Island Park, ID 83429. Funeral services will follow at 12:00 noon.



**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 10**

**Jon Kruck**

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**From:** water@ida.net  
**Sent:** Sunday, June 4, 2023 4:08 PM  
**To:** Jon Kruck  
**Subject:** RE: SHOTGUN NORTH WATER OUTAGE

**CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.**

---

The water was down for less than 4 hrs , well pump pulled and water restored. Texts were sent out, and customers shared as well on their social media. Everyone who was in the division at the time was notified per my understanding. It was NOT a planned emergency.

Thank you  
Island Park Water CO

On Thu, 1 Jun 2023 19:11:22 +0000, Jon Kruck <jon.kruck@puc.idaho.gov> wrote:

Thank you for the notification Dorothy.

For the remaining people that you were not able to contact by phone or text, you will need to post the notification on their cabin doors. Please let us know when all of the notifications have been performed. Please also include DEQ on your response when you have completed contacting all residents in the affected area.

I appreciate your email. Thank you!

Jon Kruck

Utilities Compliance Investigator

Idaho Public Utilities Commission

Direct: (208) 334-0304

Toll Free 1-800-432-0369

## Jon Kruck

---

**From:** Kelsey Carter  
**Sent:** Thursday, June 1, 2023 4:44 PM  
**To:** Jon Kruck; Jami Delmore  
**Cc:** Chris McEwan; Travis Culbertson; Claire Sharp; Hannah Young; Cassandra Lemmons; Troy Saffle  
**Subject:** IPWC Boil Order

Hi everyone,

I have now received three phone calls from homeowners within the last hour. One from Goose Bay Estates, Aspen Ridge, and Shotgun Cherokee, stating Dorothy is calling homeowners and telling them their water is safe to drink that the samples submitted by IPWC were absent and this has all been part of an attack by certain DEQ staff.

If you receive any phone calls, please instruct homeowners to continue to boil their water at this time. The boil order is still in effect and IPWC does not have the authority to lift the boil order.

If you have any questions please let me know and feel free to have any homeowners contact me.



**Kelsey Carter**  
**Drinking Water Analyst**

900 N Skyline, Suite B Idaho Falls, Idaho 83402  
Office: (208)528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

**Our Mission:** To protect human health and the quality of Idaho's air, land, and water.

## Jon Kruck

---

**From:** Kelsey Carter  
**Sent:** Tuesday, May 30, 2023 3:18 PM  
**To:** Cassandra Lemmons  
**Cc:** Jami Delmore; Jason Fales; Carlin Feisthamel; Hannah Young; Jon Kruck; Chris McEwan; Claire Sharp; Troy Saffle  
**Subject:** IPWC Sampling

Hello Everyone,

I have now received three phone calls from homeowners of IPWC claiming Dorothy is walking around the subdivisions knocking on doors and asking to collect samples from the bathtub of the home. Dorothy is instructing the homeowners to run the bathtub for ten minutes and is carrying a bottle of Clorox bleach with her. Right before it is time to collect the sample, she has asked the homeowner if she can use their bathroom. None of the homeowner have seen her collect the actual sample. When she comes out of the bathroom the sample bottle is filled and they report the bathroom smells of bleach. I have notified the lab to do a chlorine strip reading and they will invalidate any sample that has a reading. A homeowner from Shotgun Cherokee, Aspen Ridge, and Goose Bay have all had the same story. I have also attached an email that I just received from a homeowner in Goose Bay.

I will likely be taking samples tomorrow to confirm the masking taking place.

Dorothy is also telling homeowners in Shotgun that DEQ never reported the e.coli samples to her for Cherokee and this is just erroneous acquisition.

Let me know if you have any other ideas on next steps we can do.

Thanks,



**Kelsey Carter**  
**Drinking Water Analyst**

900 N Skyline, Suite B Idaho Falls, Idaho 83402  
Office: (208)528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

**Our Mission:** To protect human health and the quality of Idaho's air, land, and water.

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 12**

Texts received from Lana 2/27/2023

Sent: Monday, February 27, 2023 3:40 PM  
To: Jon Kruck <jon.kruck@puc.idaho.gov>  
Subject:

(Dorothy speaking)

I just checked with Fremont Co. Apparently you purchased @Dec 09 2013. Applied for Building permit May 2019 and said you were connected to our water. However

1. This property never applied for permission to connect water, did not get permission to connection and didn't pay the required fees with I.P.W.C (\*me), you didn't get permission to connect and researching subsequent years of accessing the water I also find the same. I can see you have water and You are subject to an unauthorized connection fee and back payment for accessing the water without paying for it. Please call to discuss remedy, short of forcing a disconnect, which I don't want to do.

I can see this property was under a trust but still no record exists for the above. Apparently the trustees took over in 2013.

Thanks

Island Park Water Co.208-521-2369

Sent: Monday, February 27, 2023 3:41 PM  
To: Jon Kruck <jon.kruck@puc.idaho.gov>  
Subject: Work

This is Lana Tadlock. The above is a text from Island park water I received on 12/2/2021. After she sent me this text she said she was sending out a bill of what we owned which I didn't receive till 2/17/2022 with a disconnect notice for non-payment. I had called her at that time and stated I had never received a bill and didn't even know the amount we needed to pay and had left several phone messages. The final bill was the \$3,796.80 that we paid. Sent you the canceled check. That amount was what she stated was owed because we hooked up to the water illegally.



**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 13**



May 2, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, ID 83402  
[water@ida.net](mailto:water@ida.net)

**RE: PUBLIC HEALTH HAZARD AND ONGOING MONITORING AND REPORTING REQUIREMENTS FOR SHOTGUN NORTH SUBDIVISION – PWS# ID7220065, AND SHOTGUN KICKAPOO SUBDIVISION – PWS# ID7220064**

Mrs. McCarty,

DEQ has received complaints from Shotgun North Subdivision (PWS ID 7220065) and Shotgun Kickapoo Subdivision (PWS# 7220064) informing us of frozen water lines, low pressure, and loss of water to homes. This poses a public health hazard, per Idaho Rules for Public Drinking Water Systems ([IDAPA 58.01.08.003.60](#)). Ongoing public notification and additional bacteriological monitoring are both required until the issue is resolved.

DEQ staff recommends supplying impacted water users with bottled water until safe drinking water is restored to consumers in both subdivisions, pursuant to Idaho Rules for Public Drinking Water Systems.

Once pressure has been restored to 40 psi throughout the distribution system, as required by IDAPA 58.01.08.552.01.b.v., a series of construction samples from the distribution must be collected in order to lift the boil advisory. In order for the boil advisory to be lifted, Island Park Water must collect two (2) samples for two (2) consecutive days from the distribution. Sample locations must represent the entire distribution system.

**Monitoring**

Increased bacteriological monitoring is required to evaluate if the drinking water is safe for the community. Island Park Water Company must collect one (1) monthly compliance sample from the distribution systems of each subdivision until further notice. Water lines that are frozen may potentially be cracked from the expansion that occurs with freezing. When affected lines are no longer frozen, Shotgun North and Shotgun Kickapoo Subdivisions may experience depressurization events, due to water loss from any leaks that have developed. Depressurization in distribution presents a health hazard where the required minimum pressure of 20 psi is not met, per Idaho Rules (IDAPA 58.01.08.003.60 & 552.01).

A Tier 1 Public Notification must be delivered to all consumers within 24 hours and notification made to DEQ following a depressurization event.

During times of construction and repairs to both Shotgun North and Shotgun Kickapoo Subdivisions, Island Park Water Company must take additional construction samples to ensure contamination has not entered the water system. Construction samples do not count as compliance samples and do not impact monitoring. Construction samples are used to help water systems become aware of potential contamination and assure consumers the water is safe for consumption.

#### Public Notification

All water users must be notified of the public health hazard present in Shotgun North and Shotgun Kickapoo Subdivisions within 24 hours of receiving this notification. A signed certification form and a copy of the public notification must be submitted to DEQ office within 10 days of posting public notification.

If you have any questions or concerns, please do not hesitate to contact me by phone at (208)528 -2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

Sincerely,



Kelsey Carter  
Drinking Water Analyst Idaho Falls Regional Office

- c: Tyler Fortunati, Drinking Water Bureau Chief, DEQ
- Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ
- Jami Delmore, Drinking Water Analyst, DEQ
- Matthew McGlynn, Drinking Water Analyst, DEQ
- Troy Saffle, Regional Administrator, DEQ-IFRO
- Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO
- Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO
- Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)
- Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)
- Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)
- Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)
- Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)
- Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)
- Kansas Buchanan, Buchanan Well Drilling, Inc., [kansas@andrewwelldrilling.com](mailto:kansas@andrewwelldrilling.com)
- Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)
- Kellye Johnson, Eastern Idaho Public Health, [kjohnson@eiph.idaho.gov](mailto:kjohnson@eiph.idaho.gov)
- Merrill Hemming, Eastern Idaho Public Health, [mhemming@eiph.idaho.gov](mailto:mhemming@eiph.idaho.gov)



April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Aspen Ridge Subdivision - PWS# ID7220007**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Aspen Ridge Subdivision public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **First Quarter of 2023** (January 1 – March 31) in accordance with the submitted sample siting plan. A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023.

DEQ staff permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners instead of a specific address as required in IDAPA 58.01.08.006. A sample was not collected from within the first quarter quadrant as Island Park Water Company had been directed. Please see the attached sample siting plan indicating the locations. The sample collected March 19, 2023 from 4771 Elk is in the quadrant identified for samples in the third quarter (July 1 – September) 30 each year. The yellow highlighted area is where the first quarter sample must be taken. There are over 90 lots on the provided map where a sample could have been taken.

Aspen Ridge Subdivision will remain out of compliance until DEQ receives the next required routine sample collected in accordance with the submitted sample siting plan. Due to recent a pressure loss event, Aspen Ridge Subdivision is required to monitor all twelve (12) months of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA

58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)

ISLAND PARK WATER COMPANY Sampling Site Plan SEE ATTACHED MAPS.

The water samples will continue to be taken quarterly.

Per discussion and previous approval by Carlin Feisthamel, DEQ Idaho Falls, it was agreed that given the circumstances DEQ will accept a "quadrant" area to sample each quarter. Also, due to weather and access it is not possible to identify two exact and alternating locations each month. Rather to get a better sampling of the system the samples will be taken in a quadrant of N.E.S.W range of the subdivision.

Attached is a map with addresses of connections. Please note, Not all of these connections are to cabins. Some are hydrants. Given it is our preference to sample from cabins, Island Park Water will make every effort to take a sample from the cabin vs. a hydrant. The hydrant being the last choice. This is dependent upon having access. Given Island Park is a recreational area and a lot of the cabins are rented out to tourists, it is challenging. Owners are not full time residents with a few exceptions. Often in the past it takes upwards of 10 or more attempts in any given division to find someone home.

Thus if you look at the attached maps you can see that each subdivision can be divided into 4 sections by sight. North, East, South and West general area. Island Park Water will sample from within each of the quadrants. One per quarter as stated.

This meets the requirements to obtain a sample from within a broader range of the conveyance system which is our understanding of the "intent of Site Sampling Plans"

Island Park Water will continue to sample Quarterly. Given it is a 200 miles round trip to take samples, generally speaking the samples will be completed in one day or two of each quarter.

1<sup>st</sup> Quarter January 1 to March 31 each year. Div. No. 1

2<sup>nd</sup> Quarter April 1 to June 31 each year Div No 2

~~3<sup>rd</sup> Quarter July 1 to September 30 each year~~ Div No 3

4<sup>th</sup> Quarter October 1 to December 31 each year Div No 4.

In the event a monthly sample is required, the sample site will be determined by availability given not every cabin has a hydrant.

Thank You.

Island Park Water Company.







# Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Collection and Reporting Requirement(s) Not Met for Aspen Ridge Subdivision

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the first quarter of 2023 (January 1 – March 31), Island Park Water Company collected a routine bacteria sample that was rejected by the State for improper location, not representing the distribution.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023.

#### What should I do?

Aspen Ridge Subdivision remains under a boil water advisory. Samples have not been collected in a manner to indicate contamination is not present in the water system.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### What is being done?

At this time corrective action has not been taken. Aspen Ridge Subdivision remains out of compliance and has been disapproved by the Department of Environmental Quality (DEQ). The boil water advisory will remain in place until pressure has been fully restored throughout the distribution and compliance samples have been collected and analyzed.

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by Island Park Water Company. State Water System ID# 7220007.

Date distributed:



April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Goose Bay Estates - PWS#  
ID7220030**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Goose Bay Estates public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect or report the required routine total coliform samples for the **First Quarter of 2023** (January 1 – March 31). A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023.

Goose Bay Estates will remain out of compliance until DEQ receives the next required routine sample collected in accordance with the submitted sample siting plan. As a reminder, Goose Bay Estates serves water to the public year-round and is required to monitor all four (4) quarters of the year. One (1) routine total coliform sample must be collected each quarter from different locations within the distribution to get an adequate representation of the water being served to the public.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deg.idaho.gov](mailto:Kelsey.carter@deg.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)

# Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Collection and Reporting Requirement(s) Not Met for Goose Bay Estates

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the first quarter of 2023 (January 1 – March 31) Island Park Water Company did not collect, or report, the required routine total coliform sample to the State for Goose Bay Estates.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023. Although we do not believe public health was impacted, as our customers, you have a right to know what happened and what we are going to do to correct the situation.

#### What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other actions.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### What is being done?

At this time corrective action has not been taken. Goose Bay Estates remains out of compliance until the second quarter (April 1 – June 30) bacteria sample is collected in accordance to the submitted sample siting plan.

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by [water system name]. State Water System ID# 7220030.

Date distributed:



April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Shotgun Cherokee Subdivision 5 - PWS# ID7220063**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Shotgun Cherokee Subdivision 5 public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **First Quarter of 2023** (January 1 – March 31) in accordance with the submitted sample siting plan. A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023.

DEQ staff permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners instead of a specific address as required in IDAPA 58.01.08.006. A sample was not collected from within the first quarter quadrant as Island Park Water Company had been directed. Please see the attached sample siting plan indicating the locations. The sample collected March 19, 2023 from 4034 Choctaw is in the quadrant identified for samples in the second quarter (April 1 – June 30) each year. The pink highlighted area is where the first quarter sample must be taken. There are over 31 lots on the provided map where a sample could have been taken. For this reason this sample has been rejected by the State.

Shotgun Cherokee Subdivision 5 will remain out of compliance until DEQ receives the next required routine sample collected in accordance with the submitted sample siting plan. Shotgun Cherokee Subdivision 5 is required to monitor all four (4) quarters of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this

notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)

ISLAND PARK WATER COMPANY Sampling Site Plan SEE ATTACHED MAPS.

The water samples will continue to be taken quarterly.

Per discussion and previous approval by Carlin Feisthamel, DEQ Idaho Falls, it was agreed that given the circumstances DEQ will accept a "quadrant" area to sample each quarter. Also, due to weather and access it is not possible to identify two exact and alternating locations each month. Rather to get a better sampling of the system the samples will be taken in a quadrant of N.E.S.W range of the subdivision.

Attached is a map with addresses of connections. Please note, Not all of these connections are to cabins. Some are hydrants. Given it is our preference to sample from cabins, Island Park Water will make every effort to take a sample from the cabin vs. a hydrant. The hydrant being the last choice. This is dependent upon having access. Given Island Park is a recreational area and a lot of the cabins are rented out to tourists, it is challenging. Owners are not full time residents with a few exceptions. Often in the past it takes upwards of 10 or more attempts in any given division to find someone home.

Thus if you look at the attached maps you can see that each subdivision can be divided into 4 sections by sight. North, East, South and West general area. Island Park Water will sample from within each of the quadrants. One per quarter as stated.

This meets the requirements to obtain a sample from within a broader range of the conveyance system which is our understanding of the "intent of Site Sampling Plans"

Island Park Water will continue to sample Quarterly. Given it is a 200 miles round trip to take samples, generally speaking the samples will be completed in one day or two of each quarter.

1<sup>st</sup> Quarter January 1 to March 31 each year.

2<sup>nd</sup> Quarter April 1 to June 31 each year.

3<sup>rd</sup> Quarter July 1 to September 30 each year.

4<sup>th</sup> Quarter October 1 to December 31 each year.

In the event a monthly sample is required, the sample site will be determined by availability given not every cabin has a hydrant.

Thank You.

Island Park Water Company.













# Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Collection and Reporting Requirement(s) Not Met for Shotgun Cherokee Subdivision 5

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the first quarter of 2023 (January 1 – March 31), Island Park Water Company collected a routine bacteria sample that was rejected by the State for improper location, not representing the distribution.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023.

#### What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other action.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### What is being done?

At this time corrective action has not been taken. Shotgun Cherokee Subdivision 5 remains out of compliance and has been disapproved by the Department of Environmental Quality (DEQ).

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by Island Park Water Company. State Water System ID# 7220063.

Date distributed:



April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Shotgun Kickapoo Subdivision 6 - PWS# ID7220064**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Shotgun Kickapoo Subdivision 6 public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **First Quarter of 2023** (January 1 – March 31) in accordance with the submitted sample siting plan. A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023.

DEQ staff permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners instead of a specific address as required in IDAPA 58.01.08.006. A sample was not collected from within the first quarter quadrant as Island Park Water Company had been directed. Please see the attached sample siting plan indicating the locations. The sample collected March 19, 2023, from 4043 Kickapoo is in the quadrant identified for samples in the third quarter (July 1 – September 30) each year. The orange highlighted area is where the first quarter sample must be taken. There are over 7 lots on the provided map where a sample could have been taken. 4043 Kickapoo has been used as the address to collect seven (7) routine quarterly samples within the last 2 year. For this reason, this sample has been rejected by the State.

Shotgun Kickapoo Subdivision 6 will remain out of compliance until DEQ receives the next required routine sample collected in accordance with the submitted sample siting plan. Shotgun Kickapoo Subdivision 6 is required to monitor all four (4) quarters of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public.

Due to this violation, Island Park Water Company is required to provide Tier 3 public



notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)



ISLAND PARK WATER COMPANY Sampling Site Plan SEE ATTACHED MAPS.

The water samples will continue to be taken quarterly.

Per discussion and previous approval by Carlin Feisthamei, DEQ Idaho Falls, it was agreed that given the circumstances DEQ will accept a "quadrant" area to sample each quarter. Also, due to weather and access it is not possible to identify two exact and alternating locations each month. Rather to get a better sampling of the system the samples will be taken in a quadrant of N.E.S.W range of the subdivision.

Attached is a map with addresses of connections. Please note, Not all of these connections are to cabins. Some are hydrants. Given it is our preference to sample from cabins, Island Park Water will make every effort to take a sample from the cabin vs. a hydrant. The hydrant being the last choice. This is dependent upon having access. Given Island Park is a recreational area and a lot of the cabins are rented out to tourists, it is challenging. Owners are not full time residents with a few exceptions. Often in the past it takes upwards of 10 or more attempts in any given division to find someone home.

Thus if you look at the attached maps you can see that each subdivision can be divided into 4 sections by sight. North, East, South and West general area. Island Park Water will sample from within each of the quadrants. One per quarter as stated.

This meets the requirements to obtain a sample from within a broader range of the conveyance system which is our understanding of the "intent of Site Sampling Plans"

Island Park Water will continue to sample Quarterly. Given it is a 200 miles round trip to take samples, generally speaking the samples will be completed in one day or two of each quarter.

1<sup>st</sup> Quarter January 1 to March 31 each year.

2<sup>nd</sup> Quarter April 1 to June 31 each year

3<sup>rd</sup> Quarter July 1 to September 30 each year

4<sup>th</sup> Quarter October 1 to December 31 each year

In the event a monthly sample is required, the sample site will be determined by availability given not every cabin has a hydrant.

Thank You.

Island Park Water Company.

Shotgun Kickapoo PWS 14/11/2004

**SHOTGUN VILLAGE ESTATES DIVISION NO 6**

SECTION 2 T 13 N R 22 E 24

SCALE 1" = 100'

ENGINEER'S CERTIFICATE

BOUNDARY DESCR

DEED OF DEEDS

NOTE

PLANNING & ZONING COMMISSION APPROVAL

COUNTY APPROVAL AND ACCEPTANCE

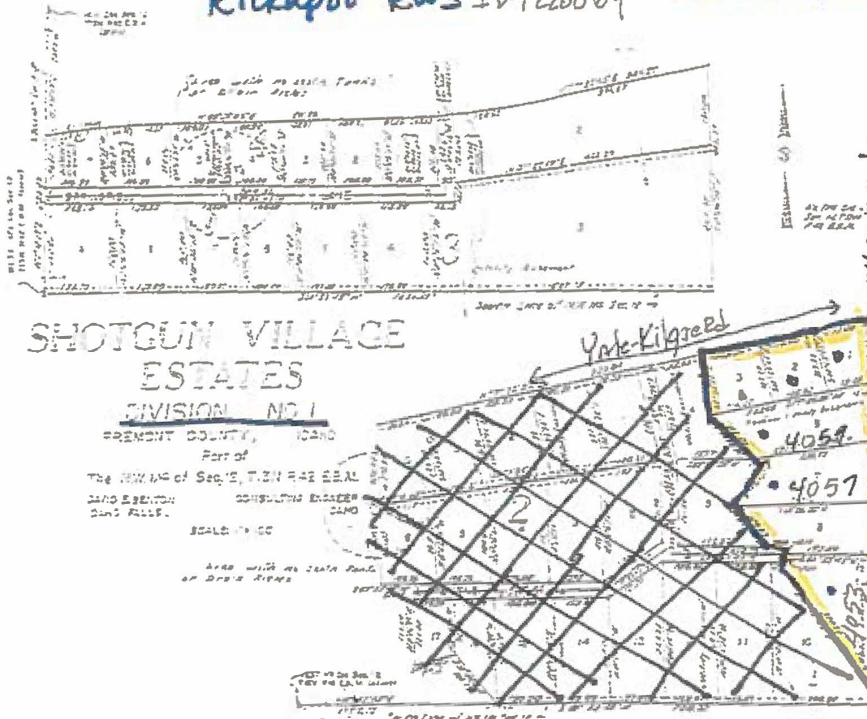
RECORDERS CERTIFICATE NO.

ENGINEER'S APPROVAL

ACKNOWLEDGMENT

Job designate convention.

Kickapoo RWS ID 7220064 • Connected to Kickapoo Well



**ENGINEER'S CERTIFICATE**  
 I, David E. Barton, a registered Professional Engineer as hereby certified that the accuracy of the survey shown on this plan and described below and here indicated were found to be correct and true and correct to the best of my knowledge and belief and I further certify that the tracing of this plan bearing my signature is an exact copy of the original map.  
 David E. Barton  
 Land & Building PE  
 one Certificate No. 122

**BOUNDARY DESCRIPTION**  
 Beginning at the NW corner of Section 20, T20N, R2E, E2M and running same N31°15'E 044.41 feet to a point on a curve with a radius of 1140.00 feet and a central angle of 114°15'22.2", thence S11°15'22.2"W 114.00 feet to a point on a curve with a radius of 1140.00 feet and a central angle of 114°15'22.2", thence S11°15'22.2"W 114.00 feet to a point on a curve with a radius of 1140.00 feet and a central angle of 114°15'22.2", thence S11°15'22.2"W 114.00 feet to the point of beginning containing 0.2183 Acres.  
 ALL SO.  
 Beginning at a point that is 100.00 feet from the NW corner of Section 20, T20N, R2E, E2M and running same N31°15'E 044.41 feet to a point on a curve with a radius of 1140.00 feet and a central angle of 114°15'22.2", thence S11°15'22.2"W 114.00 feet to a point on a curve with a radius of 1140.00 feet and a central angle of 114°15'22.2", thence S11°15'22.2"W 114.00 feet to the point of beginning containing 0.2183 Acres.

**DEED OF DEDICATION**  
 Be it known that we the undersigned do hereby certify that we are the legal owners of the above described tract of land and have caused the same to be subdivided into blocks, lots and streets in accordance with the laws of the State of Illinois and we do hereby give, grant and dedicate to the public the hereunto public use and property, and we warrant and warrant shown herein for the purpose of use on the accompanying map.

In witness whereof we have hereunto set our signatures this 15th day of March, A.D. 1922.  
 David E. Barton  
 Edward J. Barton  
 James H. Barton  
 John A. Barton  
 William A. Barton  
 George A. Barton  
 Charles A. Barton  
 Frank A. Barton  
 Harry A. Barton

**RECORDER'S CERTIFICATE NO. 32**  
 State of Illinois, County of DeKalb, I hereby certify that this map was filed for record in DeKalb County, Illinois, on the 15th day of March, A.D. 1922, and I further certify that the copy of this map bearing my signature is an exact copy of the original map.

**ACKNOWLEDGMENT**  
 State of Illinois  
 County of DeKalb  
 On this 15th day of March, A.D. 1922, before me the undersigned a Notary Public in and for the State of Illinois, personally appeared the above named parties and acknowledged to me that they were the authors of the above map and that they executed the same for the purposes and intentions therein expressed and that they intended that the same should have the effect of a deed and that they intended that the same should be subject to the provisions of the laws of the State of Illinois relating to the dedication of public use and property.

**SHOTGUN VILLAGE ESTATES**  
 DIVISION NO. 1  
 PRESENT COUNTY BOARD  
 Part of  
 THE NW 1/4 of Sec. 20, T. 20 N. R. 2 E. S. 2 E.  
 LAND BARTON CONSULTING ENGINEER  
 LAND PLANS  
 SCALE 1" = 60'  
 AREA WITH AN AREA EQUAL TO AREA OF ORIGINAL MAP

**COUNTY APPROVAL AND ACCEPTANCE**  
 Presented by the Engineer  
 County Board of DeKalb  
 Approved this 15th day of March, A.D. 1922, at which time this subdivision was approved and accepted.  
 Attest: \_\_\_\_\_  
 Chairman

**ENGINEER'S APPROVAL**  
 I certify that I have had the plan examined and find that it is correct and accurate.  
 Date: 3/15/22  
 David E. Barton  
 County Engineer

Approved  
 Shotgun Village  
 6/21/22

## Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

#### Collection and Reporting Requirement(s) Not Met for Shotgun Kickapoo Subdivision 6

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the first quarter of 2023 (January 1 – March 31), Island Park Water Company collected a routine bacteria sample that was rejected by the State for improper location, not representing the distribution.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023.

#### What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other action.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### What is being done?

At this time corrective action has not been taken. Shotgun Kickapoo Subdivision 6 remains out of compliance and has been disapproved by the Department of Environmental Quality (DEQ).

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by Island Park Water Company. State Water System ID# 7220064.

Date distributed:





April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Shotgun North - PWS# ID7220065**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Shotgun North public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **First Quarter of 2023** (January 1 – March 31) in accordance with the submitted sample siting plan. A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023.

DEQ staff permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners instead of a specific address as required in IDAPA 58.01.08.006. A sample was not collected from within the first quarter quadrant as Island Park Water Company had been directed. Please see the attached sample siting plan indicating the locations. The sample collected March 28, 2023, from 3522 S Fox is in the quadrant identified for samples in the fourth quarter (October 1 – December 31) each year. The blue highlighted area is where the first quarter sample must be taken. There are over 36 lots on the provided map where a sample could have been taken. For this reason, this sample has been rejected by the State.

Shotgun North will remain out of compliance until DEQ receives the next required routine sample collected in accordance with the submitted sample siting plan. Shotgun North is required to monitor all four (4) quarters of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at:

<http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)

ISLAND PARK WATER COMPANY Sampling Site Plan SEE ATTACHED MAPS.

The water samples will continue to be taken quarterly.

Per discussion and previous approval by Carlin Feisthamel, DEQ Idaho Falls, it was agreed that given the circumstances DEQ will accept a "quadrant" area to sample each quarter. Also, due to weather and access it is not possible to identify two exact and alternating locations each month. Rather to get a better sampling of the system the samples will be taken in a quadrant of N.E.S.W range of the subdivision.

Attached is a map with addresses of connections. Please note, Not all of these connections are to cabins. Some are hydrants. Given it is our preference to sample from cabins, Island Park Water will make every effort to take a sample from the cabin vs. a hydrant. The hydrant being the last choice. This is dependent upon having access. Given Island Park is a recreational area and a lot of the cabins are rented out to tourists, it is challenging. Owners are not full time residents with a few exceptions. Often in the past it takes upwards of 10 or more attempts in any given division to find someone home.

Thus if you look at the attached maps you can see that each subdivision can be divided into 4 sections by sight. North, East, South and West general area. Island Park Water will sample from within each of the quadrants. One per quarter as stated.

This meets the requirements to obtain a sample from within a broader range of the conveyance system which is our understanding of the "intent of Site Sampling Plans"

Island Park Water will continue to sample Quarterly. Given it is a 200 miles round trip to take samples, generally speaking the samples will be completed in one day or two of each quarter.

~~1<sup>st</sup> Quarter January to March 31 each year~~

2<sup>nd</sup> Quarter April 1 to June 31 each year

3<sup>rd</sup> Quarter July 1 to September 30 each year

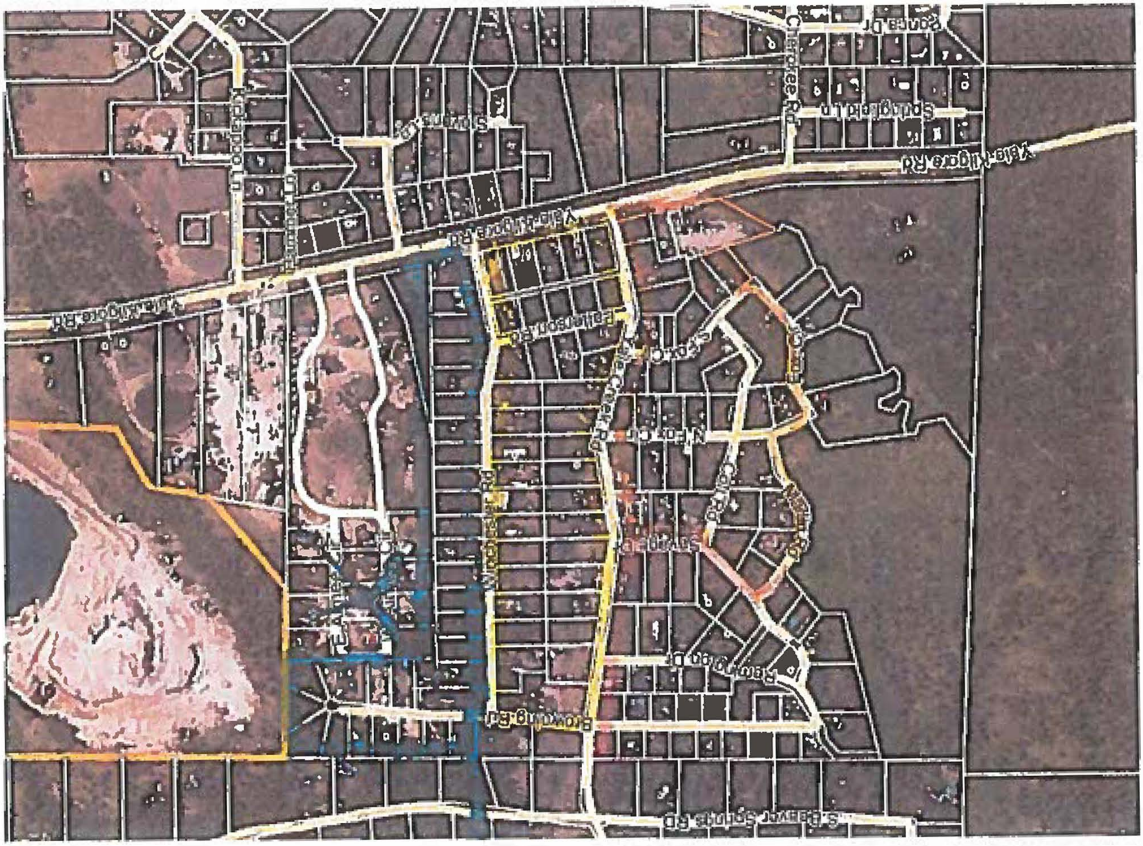
4<sup>th</sup> Quarter October 1 to December 31 each year

In the event a monthly sample is required, the sample site will be determined by availability given not every cabin has a hydrant.

Thank You.

Island Park Water Company





# Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Collection and Reporting Requirement(s) Not Met for Shotgun North

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the first quarter of 2023 (January 1 – March 31), Island Park Water Company collected a routine bacteria sample that was rejected by the State for improper location, not representing the distribution.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023.

#### What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other action.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### What is being done?

At this time corrective action has not been taken. Shotgun North remains out of compliance and has been disapproved by the Department of Environmental Quality (DEQ).

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by Island Park Water Company. State Water System ID# 7220065.

Date distributed:



April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Shotgun South Stevens Lane -  
PWS# ID7220066**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Shotgun South Stevens Lane public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **First Quarter of 2023** (January 1 – March 31) in accordance with the submitted sample siting plan. A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023.

DEQ staff permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners instead of a specific address as required in IDAPA 58.01.08.006. The sample submitted for Shotgun South Stevens Lane on March 19, 2023 has the sampling location as 3430 Yale-Kilgore. This is not a valid address and not one of the provided addresses on Shotgun South Steven Lane. Please see attached documentation. For this reason, this sample was rejected by the State.

Shotgun South Stevens Lane will remain out of compliance until DEQ receives the next required routine sample collected in accordance with the submitted sample siting plan. Shotgun South Stevens Lane is required to monitor all four (4) quarters of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public

notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

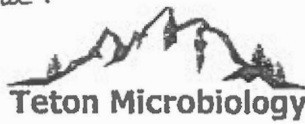
Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)

Water System Name: SHOTGUN SOUTH STEVENS LANE  
 PWS ID No: *X, should not be @ PWS*  
 ID7220066  
 Collector: *TH/CT*  
 Collect Date: *3-19-2023*  
 County: *Fremont Co.*  
 Person Transporting Sample:  
 Condition of Transport:  Cooled  Carrier  Mail  Other  
 Report Results To:  
 Island Park Water Co  
 Attn. Dorothy McCarty  
 PO Box 2521  
 Idaho Falls, ID 83403  
 Phone Number: (208) 521-2369  
 Fax Number: (208) 529-9210



Public Water System  
 Private System  
 Preserved With Sodium Thiosulfate

Billing Address:  
 Island Park Water Co  
 455 North Jackson Way  
 Idaho Falls, ID 83402  
 Email: *waters@idpwco.net*  
 Phone: (208) 521-2369  
 Fax: (208) 529-9210

TETON MICROBIOLOGY LABORATORY ID: ID00969  
 300 S. Freeman Ave Idaho Falls, IDAHO 83401  
 Office: 208-529-0077 ~ Fax: 208-522-3797 [tetonmicro.com](http://tetonmicro.com)

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code (100ml)	(Presence)	Method Code (100ml)	(Presence)
<i>#4</i>	<i>230324001</i>	<i>S</i>	<i>3430 Yale-Kilgore</i>	<i>4:30 pm</i>			<i>9223B-PA</i>	<i>A</i>	<i>9223B-PA</i>	<i>A</i>
							<i>9223B-PA</i>		<i>9223B-PA</i>	
							<i>9223B-PA</i>		<i>9223B-PA</i>	
							<i>9223B-PA</i>		<i>9223B-PA</i>	
							<i>9223B-PA</i>		<i>9223B-PA</i>	

S - Routine Sample  C - Construction (Flow)  W - Water (Source)  
 E - Enforcement (Chain of Custody Required)  P - Repeat Sample  U - Urinary Report  D - Diagnostic Report  X - Other Report  
 (At Original Tap)

Chain-of-Custody Information

Relinquished by	Date	Time	Received by	Relinquished by	Date	Time	Received by
<i>Dorothy McCarty</i>	<i>3-20-23</i>	<i>12:55</i>	<i>Cyle J...</i>				

DATE/TIME RECEIVED: *3-20-23 12:55* ANALYST: *Cyle J...* REMARKS:  
 DATE/TIME ANALYZE: *3/20/23 16:52:04* SUPERVISOR:  
 DATE/TIME READ: *3/21/23 12:15:04* LAB ID #: *ID00969*  
 Send Results To:  
 DEQ  DEQPH  
 Dns 7  Other  
 Dns 6

Only available source to collect sample  
 \*should not be A-PWS TH/PMC

This location is 1st Quarter  
 alternating location - *TH*  
 Again - this PWS does not qualify for  
 @ DWS. TH/PMC

ISLAND PARK WATER COMPANY Sampling Site Plan SEE ATTACHED MAPS.

The water samples will continue to be taken quarterly.

Per discussion and previous approval by Carlin Feisthamel, DEQ Idaho Falls, it was agreed that given the circumstances DEQ will accept a "guardant" area to sample each quarter. Also, due to weather and access it is not possible to identify two exact and alternating locations each month. Rather to get a better sampling of the system the samples will be taken in a quadrant of N.E.S.W range of the subdivision.

Attached is a map with addresses of connections. Please note, Not all of these connections are to cabins. Some are hydrants. Given it is our preference to sample from cabins, Island Park Water will make every effort to take a sample from the cabin vs. a hydrant. The hydrant being the last choice. This is dependent upon having access. Given Island Park is a recreational area and a lot of the cabins are rented out to tourists, it is challenging. Owners are not full time residents with a few exceptions. Often in the past it takes upwards of 10 or more attempts in any given division to find someone home.

Thus if you look at the attached maps you can see that each subdivision can be divided into 4 sections by sight. North, East, South and West general area. Island Park Water will sample from within each of the quadrants. One per quarter as stated.

This meets the requirements to obtain a sample from within a broader range of the conveyance system which is our understanding of the "intent of Site Sampling Plans"

Island Park Water will continue to sample Quarterly. Given it is a 200 miles round trip to take samples, generally speaking the samples will be completed in one day or two of each quarter.

1<sup>st</sup> Quarter January 1 to March 31 each year.

2<sup>nd</sup> Quarter April 1 to June 31 each year

3<sup>rd</sup> Quarter July 1 to September 30 each year

4<sup>th</sup> Quarter October 1 to December 31 each year

In the event a monthly sample is required, the sample site will be determined by availability given not every cabin has a hydrant.

Thank You.

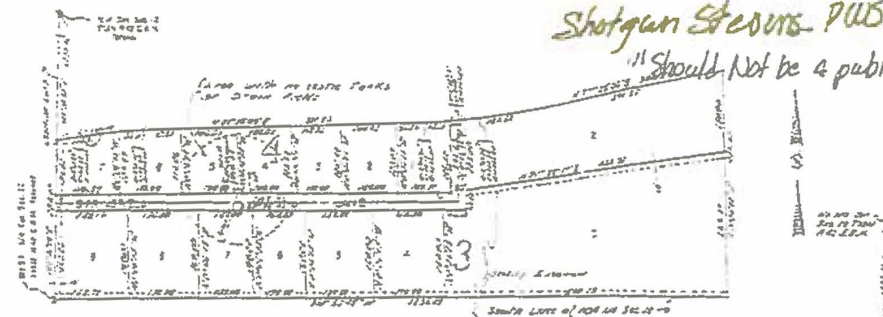
Island Park Water Company.



Shotgun Estates PWS-ID-722 0066

ENGINEER'S CERTIFICATE  
 I, the undersigned, a duly Licensed Professional Engineer of the State of Iowa, have surveyed the tract of land shown on this plat and described below and have subdivided said tract of land into blocks, lots and streets to be known as Shotgun Village Estates, Division No. 1, Fremont County, Iowa, and I further certify that the tracing of this plat bearing my signature is an exact copy of the original map.

D. J. [Signature]



# SHOTGUN VILLAGE ESTATES

DIVISION NO. 1  
 FREMONT COUNTY, IOWA  
 Part of  
 The NW 1/4 of Sec. 10, T. 33 N. R. 43 E. 34 M.  
 CONDE REBETSON  
 CONSULTING ENGINEER  
 SCALE 1" = 40'

BOUNDARY DESCRIPTION  
 Beginning of the NW 1/4 of Sec. 10, T. 33 N. R. 43 E. 34 M. and running thence N 71° 15' 00" E 139.43 feet to a point on an alley and a corner of 1342.52 feet and a temporary (N 71° 15' 00" E) 139.43 feet; thence to the top of the alley and corner 1342.52 feet; thence S 88° 45' 00" E 139.43 feet; thence to the left along said alley and corner 1342.52 feet; thence S 88° 45' 00" E 139.43 feet; thence S 88° 45' 00" E 139.43 feet; thence to the point of beginning containing 582.00 acres.

ALSO  
 Beginning of a point 140' of section 10, T. 33 N. R. 43 E. 34 M. and running thence N 71° 15' 00" E 139.43 feet to a point on an alley and a corner of 1342.52 feet; thence S 88° 45' 00" E 139.43 feet; thence to the left along said alley and corner 1342.52 feet; thence S 88° 45' 00" E 139.43 feet; thence to the point of beginning containing 582.00 acres.

DEED OF DEDICATION  
 Be it known that the undersigned do hereby certify that we are the legal owners of the above described tract of land and have divided the same to be subdivided into blocks, lots and streets to be known as Shotgun Village Estates, Division No. 1, Fremont County, Iowa, and we do hereby give, dedicate and dedicate to the public, for personal public use of streets, alleys and easements, the same for the purpose as set out in the accompanying map.

RECORDED'S CERTIFICATE NO. 32,112  
 State of Iowa, County of Fremont, I hereby certify that this plat was filed in the office of the County Recorder of Iowa on the 15th day of [Month] 19[Year] and I further certify that the tracing of this plat bearing my signature is an exact copy of the original map.

ACKNOWLEDGMENT  
 State of Iowa, County of Fremont, I, [Name], County Recorder, do hereby certify that the above described tract of land was properly surveyed, divided, and dedicated to the public for personal public use of streets, alleys and easements, and that the same are shown on this plat and that the same are shown on the accompanying map.

ENGINEER'S APPROVAL  
 I certify that I have read this plat examined and find it to be correct and acceptable.

• Connected  
 Code SU-01 = Subdivisions No. 1,  
 SU-01-01-01 = Subdivision No. 1, Lot 1  
 \* refers to attached list with addresses + ID#

\* Private Wells.  
 N = not suitable for development  
 Overlaid

APPROVAL AND ACCEPTANCE  
 County Board of Commissioners  
 I, [Name], Chairman

Shotgun Village  
 PWS-ID-722 0066

# SHOTGUN VILLAGE ESTATES

DIVISION NO. 11

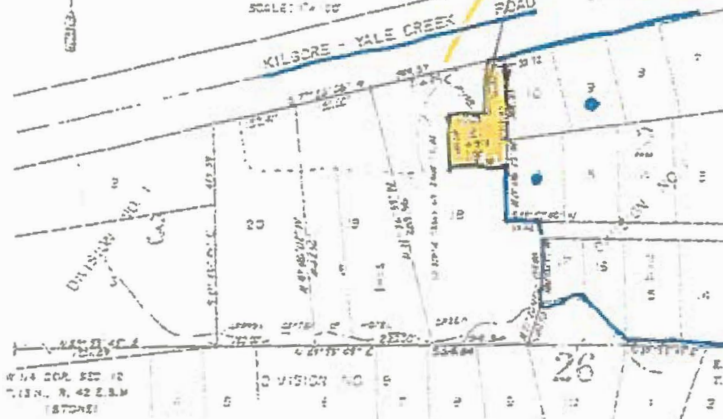
FREMONT COUNTY IDAHO

PART OF THE NW 1/4 OF SEC. 12, T.13 N., R. 42 E. B. 1

*Shotgun Stevens PWS # 1820066*  
*Well Lot 4 should be a PWS*

**BENTON**  
 ENGINEERING  
 LAND SURVEYORS

SCALE: 1" = 40'



**DEED OF DEDICATION**  
 I, the undersigned, do hereby dedicate to the public use of the State of Idaho the above described tract of land and same shall be open to the public use and service as shown on the attached plat. Witness my hand and the seal of my office this 12th day of August, 1954, at Boise, Idaho.

**ACKNOWLEDGMENT**  
 I, the undersigned, do hereby acknowledge the foregoing deed of dedication to the public use of the State of Idaho.

**SURVEYOR'S CERTIFICATE**  
 I, the undersigned, do hereby certify that the foregoing plat was prepared by me or under my supervision and that the same is a true and correct copy of the original plat on file in my office.

**SURVEYOR'S APPROVAL**  
 I, the undersigned, do hereby approve the foregoing plat and the same is a true and correct copy of the original plat on file in my office.

**TREASURER'S CERTIFICATE**  
 I, the undersigned, do hereby certify that the foregoing plat has been filed in my office and that the same is a true and correct copy of the original plat on file in my office.

**COUNTY APPROVAL**  
 I, the undersigned, do hereby approve the foregoing plat and the same is a true and correct copy of the original plat on file in my office.

**RECORDER'S CERTIFICATE NO. 26**  
 STATE OF IDAHO  
 COUNTY OF FREMONT  
 I, the undersigned, do hereby certify that the foregoing plat was recorded in my office on this 12th day of August, 1954.

**HEALTH CERTIFICATE**  
 The well shown on this plat is a shallow well and is not to be used for drinking water. The water from this well is not to be used for drinking purposes.

SECTION 12  
 TWP 13 N  
 R 42 E B 1

SECTION 12  
 TWP 13 N  
 R 42 E B 1

SECTION 12  
 TWP 13 N  
 R 42 E B 1

**NOTES**  
 1. The well shown on this plat is a shallow well and is not to be used for drinking water.  
 2. The water from this well is not to be used for drinking purposes.  
 3. The well is not to be used for any other purpose.

# Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Collection and Reporting Requirement(s) Not Met for Shotgun South Stevens Lane

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the first quarter of 2023 (January 1 – March 31), Island Park Water Company collected a routine bacteria sample that was rejected by the State for improper location, not representing the distribution.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023.

#### **What should I do?**

There is nothing you need to do at this time. You do not need to boil your water or take other action.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### **What is being done?**

At this time corrective action has not been taken. Shotgun South Stevens Lane remains out of compliance and has been disapproved by the Department of Environmental Quality (DEQ).

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by Island Park Water Company. State Water System ID# 7220066.

Date distributed:



April 7, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Valley View Subdivision - PWS# ID7220156**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Valley View Subdivision public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect or report the required routine total coliform samples for **March 2023**. A notice was sent to Island Park Water Company of pending compliance dates February 17, 2023. This letter specifically stated routine samples will need to be taken from two different locations, and not from 5136 Lakeview Drive. A sample was collected March 21, 2023, from 5136 Lakeview Drive, for this reason the sample has been rejected by the State for not effectively representing the distribution.

Valley View Subdivision will remain out of compliance until DEQ receives the next required routine sample collected in accordance with a submitted sample siting plan. As a reminder, Valley View Subdivision serves water to the public year-round and is required to monitor all twelve (12) months of the year. Two (2) routine total coliform samples must be collected each month from different locations within the two distributions to get an adequate representation of the water being served to the public. A sample siting plan has not been submitted to DEQ that meets the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.006.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

Valley View Subdivision remains under a boil advisory. Samples have not been collected in a manner that indicates contamination is not present.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deg.idaho.gov](mailto:Kelsey.carter@deg.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)

# Revised Total Coliform Rule (RTCR) Failure to Collect or Report Routine Total Coliform Sample to the State

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Collection and Reporting Requirement(s) Not Met for Valley View Subdivision

Island Park Water Company is required to collect and report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the month of March, Island Park Water Company collected a routine bacteria sample that was rejected by the State for improper location, not representing the distribution.

Island Park Water Company failed to notify the state drinking water program as required by March 31, 2023.

#### What should I do?

Valley View Subdivision remains under a boil water advisory. Samples have not been collected in a manner to indicate contamination is not present in the water system.

Homeowners may have their water tested at their own expense at any state certified laboratory.

#### What is being done?

At this time corrective action has not been taken. Valley View Subdivision remains out of compliance and has been disapproved by the Department of Environmental Quality (DEQ). The boil water advisory will remain in place until pressure has been fully restored throughout the distribution and compliance samples have been collected and analyzed.

A sample siting plan has not been submitted to DEQ meeting the requirements of the Idaho Rules for Public Drinking Water Systems.

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net)

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by [water system name]. State Water System ID# 7220156.

Date distributed:





June 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Aspen Ridge Subdivision - PWS# ID7220007**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Aspen Ridge Subdivision public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **May 2023**. Samples labeled on the chain of custody document as routine are being invalidated by this department for the following reasons:

1. Chlorine residuals were detected in the system when samples were collected, and not reported on the chain of custody.
2. 4070 Aspen Ridge is not in the quadrant permitted to be used for sample collection.
3. 4781 Oak is not in the quadrant permitted to be used for sample collection.
4. 4778 Balsam is not in the quadrant permitted to be used for sample collection.

DEQ staff previously permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners, instead of a specific address as required in IDAPA 58.01.08.006. Aspen Ridge Subdivision has been moved to monthly compliance monitoring and a new site sampling plan has not been submitted to this department. There will be no flexibility granted with a monthly site sampling plan. A specific address must be identified and two backup locations.

Aspen Ridge Subdivision will remain out of compliance until DEQ receives the next required routine sample collected in accordance with a submitted sample siting plan. A sample siting plan will need to be submitted to this department for review prior to collecting a June routine sample, or the sample will be invalidated for failure to follow a site sampling plan.

Aspen Ridge Subdivision is required to monitor all twelve (12) months of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public. Aspen Ridge Subdivision is also on Source Water Monitoring (SWAM) as of June 1, 2023. A sample from each well, prior to any treatment, must be collected monthly.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

Failure to submit a site sampling plan prior to collection of the June routine sample will also result in a violation and require Tier 2 Public Notification to all persons served.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Jami Delmore, Drinking Water Analyst  
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Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



June 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Valley View Subdivision - PWS#  
ID7220030**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Valley View Subdivision public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **May 2023** from the distribution of Well 1 and Well 2. Samples labeled on the chain of custody document as routine are being invalidated by this department for the following reasons:

1. 4130 Howell is not in the quadrant permitted to be used for sample collection.
2. A site sampling plan for Valley View Subdivision's two distributions has not been submitted to DEQ.

DEQ staff previously permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners, instead of a specific address as required in IDAPA 58.01.08.006. Valley View Subdivision has been moved to monthly compliance monitoring and a new site sampling plan has not been submitted to this department. There will be no flexibility granted with a monthly site sampling plan. A specific address must be identified and two backup locations.

Valley View Subdivision will remain out of compliance until DEQ receives the next required routine sample collected in accordance with a submitted sample siting plan. A sample siting plan will need to be submitted to this department for review prior to collecting a June routine sample, or the sample will be invalidated for failure to follow a site sampling plan.

Valley View Subdivision is required to monitor all twelve (12) months of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public. Valley View Subdivision is also on Source Water Monitoring (SWAM) as of June 1, 2023. A sample from each well, prior to any treatment, must be collected monthly.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification

(PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at:

<http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

Failure to submit a site sampling plan prior to collection of the June routine sample will also result in a violation and require Tier 2 Public Notification to all persons served.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Jami Delmore, Drinking Water Analyst  
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Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



June 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Shotgun Cherokee Subdivision 5 - PWS# ID7220063**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Shotgun Cherokee Subdivision 5 public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **May 2023**. Samples labeled on the chain of custody document as routine are being invalidated by this department for the following reasons:

1. Chlorine residuals were detected in the system when samples were collected, and not reported on the chain of custody.
2. 4042 Choctaw is not the location the routine sample on May 30, 2023 was collected.
3. 4042 Choctaw and 4046 Choctaw do not align with the submitted site sampling plan quadrant as locations where a sample must be taken.
4. 3548 Chickasaw is not a valid address and was provided as the sampling location for the routine sample collected on May 31, 2023

DEQ staff previously permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners, instead of a specific address as required in IDAPA 58.01.08.006. Shotgun Cherokee Subdivision 5 has been moved to monthly compliance monitoring and a new site sampling plan has not been submitted to this department. There will be no flexibility granted with a monthly site sampling plan. A specific address must be identified and two backup locations.

Shotgun Cherokee Subdivision 5 will remain out of compliance until DEQ receives the next required routine sample collected in accordance with a submitted sample siting plan. A sample siting plan will need to be submitted to this department for review prior to collecting a June routine sample, or the sample will be invalidated for failure to follow a site sampling plan.

Shotgun Cherokee Subdivision 5 is required to monitor all twelve (12) months of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public. Shotgun Cherokee Subdivision 5 is also on Source Water Monitoring (SWAM) as of June 1, 2023. A sample from each well, prior to any treatment, must be collected monthly.



Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

Failure to submit a site sampling plan prior to collection of the June routine sample will also result in a violation and require Tier 2 Public Notification to all persons served.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
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John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.





June 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Shotgun North - PWS# ID7220065**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Shotgun North public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **May 2023**. Samples labeled on the chain of custody document as routine are being invalidated by this department for the following reasons:

1. Chlorine residuals were detected in the system when samples were collected, and not reported on the chain of custody.
2. 4043 Kickapoo is the same collection location used by Island Park Water Company since September 2022.
3. 4043 Kickapoo is not in the quadrant permitted to be used for sample collection.
4. 4054 Kickapoo is not in the quadrant permitted to be used for sample collection

DEQ staff previously permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners, instead of a specific address as required in IDAPA 58.01.08.006. Shotgun North has been moved to monthly compliance monitoring and a new site sampling plan has not been submitted to this department. There will be no flexibility granted with a monthly site sampling plan. A specific address must be identified and two backup locations.

Shotgun North will remain out of compliance until DEQ receives the next required routine sample collected in accordance with a submitted sample siting plan. A sample siting plan will need to be submitted to this department for review prior to collecting a June routine sample, or the sample will be invalidated for failure to follow a site sampling plan.

Shotgun North is required to monitor all twelve (12) months of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public. Shotgun North is also on Source Water Monitoring (SWAM) as of June 1, 2023. A sample from each well, prior to any treatment, must be collected monthly.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification (PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

Failure to submit a site sampling plan prior to collection of the June routine sample will also result in a violation and require Tier 2 Public Notification to all persons served.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Jami Delmore, Drinking Water Analyst  
Matthew McGlynn, Drinking Water Analyst  
Carlin Feisthamel, Regional Engineering Manager  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



June 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform Valley View Subdivision - PWS# ID7220156**

Dear Mrs. McCarty,

This letter is to notify Island Park Water Company that a review of the Department of Environmental Quality (DEQ) records indicates that Valley View Subdivision public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to collect the required routine total coliform samples for the **May 2023** from the distribution of Well 1 and Well 2. Samples labeled on the chain of custody document as routine are being invalidated by this department for the following reasons:

1. 4130 Howell is not in the quadrant permitted to be used for sample collection.
2. A site sampling plan for Valley View Subdivision's two distributions has not been submitted to DEQ.

DEQ staff previously permitted the use of sampling within quadrants of the subdivision to allow for flexibility with transient homeowners, instead of a specific address as required in IDAPA 58.01.08.006. Valley View Subdivision has been moved to monthly compliance monitoring and a new site sampling plan has not been submitted to this department. There will be no flexibility granted with a monthly site sampling plan. A specific address must be identified and two backup locations.

Valley View Subdivision will remain out of compliance until DEQ receives the next required routine sample collected in accordance with a submitted sample siting plan. A sample siting plan will need to be submitted to this department for review prior to collecting a June routine sample, or the sample will be invalidated for failure to follow a site sampling plan.

Valley View Subdivision is required to monitor all twelve (12) months of the year as water is served to the public year-round. One (1) routine total coliform sample must be collected each month from different locations within the distribution to get an adequate representation of the water being served to the public. Valley View Subdivision is also on Source Water Monitoring (SWAM) as of June 1, 2023. A sample from each well, prior to any treatment, must be collected monthly.

Due to this violation, Island Park Water Company is required to provide Tier 3 public notification

(PN) to all water users as soon as practical, but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. I have attached a copy of the required public notification with mandatory language to this letter.

Failure to submit a site sampling plan prior to collection of the June routine sample will also result in a violation and require Tier 2 Public Notification to all persons served.

A copy of the PN is required to be retained for a minimum of three (3) years from the date issued (IDAPA 58.01.08.150.03). Island Park Water Company must send a copy of the provided notice and a signed certification form that you have met all the public notification requirements to the Department of Environmental Quality within ten days after posting the public notification.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [kelsey.carter@deq.idaho.gov](mailto:kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Jami Delmore, Drinking Water Analyst  
Matthew McGlynn, Drinking Water Analyst  
Carlin Feisthamel, Regional Engineering Manager  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



April 12, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE QUARTERLY TIER 1 PUBLIC NOTIFICATION TO VALLEY VIEW  
SUBDIVISION – PWS# ID7220156**

Dear Ms. McCarty,

Records maintained by the Department of Environmental Quality (DEQ) indicate that the Island Park Water Company failed to provide the quarterly Tier 1 public notification to your customers of Valley View Subdivision for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, approved quarterly public notification was not provided within the three (3) days following the beginning of the quarter.

The second quarter of 2023 began April 1, 2023

Violation: Boil Water Advisory due to loss of pressure event December 28, 2022 that has not been corrected.

A copy of the notice was required to be submitted to this office within ten (10) days of publication accompanied by a signed public notification certification form.

For the above-referenced violation, the water system was required to provide quarterly Tier 1 public notification to the water users. Appropriate public notification templates are available from the Department's public switchboard under "Forms/Information" at:  
[www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard).

The template previously provided by DEQ to Island Park Water Company may be reissued. A cover letter or attached documents are not permitted to be sent with this notification. DEQ previously issued Tier 1 Public Notification for Valley View Subdivision on February 24, 2023, after Island Park Water Company failed to issue the correct notification to customers.

Additional violations of the Idaho Rules for Public Drinking Water system may result in further enforcement actions by this department.

I may be contacted Monday – Friday 7:30 am – 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General, [claire.sharp@puc.idaho.gov](mailto:claire.sharp@puc.idaho.gov)  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [Kansas@andrewwelldrilling.com](mailto:Kansas@andrewwelldrilling.com)





April 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: CHANGE OF REGULATORY DETERMINATION FOR ASPEN RIDGE SUBDIVISION – PWS# ID7220007**

Dear Dorothy,

Based on population counts, Aspen Ridge Subdivision meets the definition of a public drinking water system as defined in Idaho Rules for Public Drinking Water Systems (IDAPA58.01.08) currently serving water to at least 25 of the same persons over six (6) months per year. Effective April 1, 2023, Aspen Ridge Subdivision will be regulated as a non-transient non-community (NTNC) Public Drinking Water System (PWS) by the Department of Environmental Quality (DEQ).

In accordance with Idaho Rules, water quality sampling is required to ensure the water meets Maximum Contaminant Levels (MCL). Samples must be analyzed by a laboratory certified to perform drinking water analysis in Idaho. A list of certified laboratories is available at:

<https://healthandwelfare.idaho.gov/providers/idaho-laboratories-and-testing/drinking-water-testing-and-certification>.

This letter establishes the criteria for Aspen Ridge Subdivision's monitoring requirements. Monitoring criteria and frequency may decrease in the future as water quality trends are established for the system. The following provides information on monitoring criteria:

**Distribution System:**

- Collect one (1) bacteria sample from the distribution monthly beginning April 2023
- Collect five (5) Lead and Copper samples per 6 months from each distribution (First 5 samples before June 30, 2023)

**West Well Initial Monitoring:**

Collect one (1) sample per quarter for 4 consecutive quarters beginning the second quarter of 2023:

- Volatile Organic Chemicals (VOCs)
- Synthetic Chemicals (SOCs)

Collect one (1) sample per 6 months (First samples before June 30, 2023)

- Water Quality Parameters

Collect one (1) annual sample beginning in 2023:

- Nitrate
- Nitrite

Collect one (1) sample per 3 years starting in 2023:

- Inorganic Chemicals (IOCs) including Sodium
- Arsenic

**East Well Initial Monitoring:**

Collect one (1) sample per quarter for 4 consecutive quarters beginning the second quarter of 2023:

- Volatile Organic Chemicals (VOCs)
- Synthetic Chemicals (SOCs)

Collect 1 sample per 6 months (First samples before June 30, 2023)

- Water Quality Parameters

Collect one (1) annual sample beginning in 2023:

- Nitrate
- Nitrite

Collect one (1) sample per 3 years starting in 2023:

- Inorganic Chemicals (IOCs) including Sodium
- Arsenic

Quarterly sampling results will be reviews throughout the first monitoring year. Monitoring may be reduced after four (4) consecutive monitoring quarters for VOCs and two (2) consecutive quarters of SOCs if concentrations are non detect.

An updated monitoring schedule is available at the Public Water System Switchboard for your review at: <http://www2.deq.idaho.eov/water/monitoringschedulereport>.

As a NTNC, Aspen Ridge Subdivision will be required to have a certified operator. An operator of a public drinking water system, designated by the system owner, who holds a valid license at a class equal to or greater than the drinking water system classification, who is in responsible charge of the public drinking water system. Owners of NTNC public drinking water systems must place the direct supervision of their

drinking water system, including each treatment facility and distribution system, under the responsible charge of a properly licensed operator.

Information about certified operators is available at: <https://www.deq.idaho.gov/waterquality/drinking-water/public-water-system-switchboard/drinking-water-operator-resources/>

As a Public Water System, it is your responsibility to ensure the provided drinking water is safe for consumers. One way this is done is a DEQ conducted sanitary survey of the drinking water system every three to five years. Based on the number of significant deficiencies identified in the previous sanitary survey, Aspen Ridge Subdivision will be placed on a three-year schedule. The purpose of a sanitary survey is to identify any deficiencies in the water system which may affect the reliable delivery of safe drinking water to the public.

If you have any questions or need clarification, contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [kansas@andrewwelldrill.com](mailto:kansas@andrewwelldrill.com)



June 2, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: PWS# ID7220063- Routine bacteria sample, total coliform positive, Repeat Monitoring and Groundwater Rule Requirements for Shotgun Cherokee Subdivision 5**

Dear Dorothy McCarty,

Laboratory results of the routine water sample taken from the Shotgun Cherokee Subdivision 5 system on May 30, 2023 from the 4042 Choctaw location indicated the presence of total coliform bacteria. It is this department's understanding that this is not the correct address from which the sample was collected. The routine bacteria sample was taken from **4046 Choctaw**. All total coliform positive sample results are also tested for the presence of *E. coli* bacteria. *E. coli* bacteria was absent at this address. The following actions are required in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.100 and 323.

Within 24 hours of being notified by the laboratory or by our office of routine positive total coliform sample results, you must collect three repeat samples for each routine total coliform positive result at the following locations:

- 1) One sample from the original positive sample tap location,
- 2) One sample within 5 service connections upstream of the positive result location, and
- 3) One sample within 5 service connections downstream of the positive result location.

and

- 4) Within 24 hours of being notified by the laboratory or by our office of routine positive total coliform results, you must also collect one sample from all wells that were running or active at the time the positive samples were taken.

**For Shotgun Cherokee Subdivision 5 this will be a total of five (5) samples**

Chlorine residuals must be recorded and documented on the chain of custody form.

With notification being on a Friday, samples must be collected Monday, June 5, 2023

If any of the results from the repeat or source samples are positive, please contact me immediately within 24 hours of your notification to discuss follow-up requirements.

Quarterly systems are required to take three temporary repeats the month following a positive sample. Not collecting these repeats will result in a failure to monitor violation.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter', written in a cursive style.

Kelsey Carter  
Drinking Water Analyst

c: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Carlin Feisthamel, Regional Engineering Manager  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



June 2, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: PWS# ID7220063- Additional Routine bacteria sample, total coliform positive, Repeat Monitoring and Groundwater Rule Requirements for Shotgun Cherokee Subdivision 5**

Dear Dorothy McCarty,

Laboratory results of the routine water sample taken from the Shotgun Cherokee Subdivision 5 system on May 31, 2023, the chain of custody submitted to the State Certified Laboratory had **3548 Chickasaw** as the location. This is **not a valid address**. DEQ will need to be immediately informed on the address this sample was taken. All total coliform positive sample results are also tested for the presence of *E.coli* bacteria. *E.coli* bacteria was absent at this address. The following actions are required in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.100 and 323.

Within 24 hours of being notified by the laboratory or by our office of routine positive total coliform sample results, you must collect three repeat samples for **each** routine total coliform positive result at the following locations:

- 1) One sample from the original positive sample tap location (**A valid address must be provided**)
- 2) One sample within 5 service connections upstream of the positive result location, and
- 3) One sample within 5 service connections downstream of the positive result location.

**and**

- 4) Within 24 hours of being notified by the laboratory or by our office of routine positive total coliform results, you must also collect one sample from **all** wells that were running or active at the time the positive samples were taken. Well samples must be taken pre-treatment.

**For Shotgun Cherokee Subdivision 5 this will be a total of five (5) samples**



Chlorine residuals must be recorded and documented on the chain of custody form

With notification being on a Friday, samples must be collected Monday, June 5, 2023

If any of the results from the repeat or source samples are positive, please contact me immediately within 24 hours of your notification to discuss follow-up requirements.

Quarterly systems are required to take three temporary repeats the month following a positive sample. Not collecting these repeats will result in a failure to monitor violation.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need assistance.

Sincerely,

Kelsey Carter  
Drinking Water Analyst

c: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Carlin Feisthamel, Regional Engineering Manager  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

Water System Name: SHOTGUN CHEROKEE SUBD 5		PWS ID no ID7220063
Collector: <i>Dorothy McCarty</i>	Collect Date: <i>5/21/2023</i>	County: <i>Freeman</i>
Person Transporting Sample:		
Condition of Transport: <input checked="" type="checkbox"/> Cooled <input type="checkbox"/> Carrier <input type="checkbox"/> Mail <input type="checkbox"/> Other		For Lab Use:
Report Results To: Island Park Water Co Attn: Dorothy McCarty PO Box 2321 455 Constitution Hwy Idaho Falls, ID 83403 83402		
Phone Number (208) 521-2369		Fax Number (208) 529-9210



Public Water System  
 Private System

Preserved With Sodium Thiosulfate

**Billing Address:**  
Island Park Water Co  
*Chris Henderson*  
Idaho Falls, ID 83403  
Email: *waters@idp.net*  
Phone: (208) 521-2369  
Fax: (208) 529-9210

TETON MICROBIOLOGY LABORATORY ID: ID00969  
300 S. Freeman Ave Idaho Falls, IDAHO 83401  
Office: 208-529-0077 -- Fax: 208-522-3797 tetonmicro.com

Client Sample Number	Lab Sample Number	Sample Type Code	Sampling Location	Time Collected	Chlorine residual PPM	Original Sample Date	Total Coliforms		Escherichia Coli	
							Method Code #100ml	(P)resent (A)bsent	Method Code #100ml	(P)resent (A)bsent
<i>#5</i>	<i>J306007</i>	<i>04 S</i>	<i>BBB (Chickadee)</i>	<i>4:12</i>			<i>9223B-PA</i>	<i>P</i>	<i>9223B-PA</i>	<i>A</i>
							<i>9223B-PA</i>		<i>9223B-PA</i>	
							<i>9223B-PA</i>		<i>9223B-PA</i>	
							<i>9223B-PA</i>		<i>9223B-PA</i>	
							<i>9223B-PA</i>		<i>9223B-PA</i>	

S-Routine Sample C-Compliance/Special W-Wherefrom Source P-Retest Sample U-Upstream Repeat D-Downstream Repeat X-Other Repeat  
E-Enforcement (Date of Clarity Required) (At Original Tap)

Chain-of-Custody Information

Relinquished by: <i>Dorothy McCarty</i>	Date: <i>6/1/23</i>	Time: <i>10:20</i>	Received by: <i>Cyle Fyfe</i>	Relinquished by:	Date:	Time:	Received by:
Relinquished by:	Date:	Time:	Received by:	Relinquished by:	Date:	Time:	Received by:

DATE/TIME RECEIVED: *6/1/23 10:20 M* ANALYST: *Cyle Fyfe* REMARKS: \_\_\_\_\_  
DATE/TIME ANALYZE: *6/1/23 13:56 am* SUPERVISOR: \_\_\_\_\_  
DATE/TIME READ: *6/1/23 10:41 am* LAB ID #: *ID00969*

Send Results To:  
 DEQ  IDEQ/PH  
 Div 7  Other  
 Div 6



June 1, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: IDAHO CODE § 39-118 VIOLATION FOR GOOSE BAY ESTATES– PWS #ID7220007 FURTHER ACTION REQUIRED.**

Dear Dorothy McCarty,

On May 31, 2023, the Idaho Department of Environmental Quality (DEQ) became aware of a potential material modification made to the public water system in Goose Bay Estates. Chlorine residuals have been documented in multiple locations throughout Goose Bay Estates on multiple days. Multiple onsite evaluations have been conducted by this department in Goose Bay Estates to further investigate the issue. Idaho Code § 39-118 requires DEQ review and approval of plans and specifications for new construction or material modifications of existing public water systems, prior to commencing construction. The plans and specifications must be prepared by an Idaho licensed professional engineer.

During the sanitary survey conducted on October 20, 2022, a chlorinator and tank were first documented in Goose Bay Estates. Island Park Water Company claimed the chlorinator was inactive and not connected. This was further documented in the photolog (attached) from the sanitary survey report in photograph 7. The sanitary survey report stated twice that DEQ must be notified prior to any treatment. To remedy this issue please address the following list of needs:

- A. Island Park Water Company's Goose Bay Estates public water system must submit a written explanation as to how and why the apparent violation of Idaho Code § 39-118 occurred, and what measures will be taken to prevent future violations.
- B. Island Park Water Company's Goose Bay Estates public water system is required to hire a professional engineer licensed in the state of Idaho to prepare record drawings of the chlorination system. If the record drawings indicate that the construction does not meet DEQ rules or your engineer recommends material modifications, then plans and specifications shall be developed by a professional engineer as needed to meet DEQ

Rules. Alternatively, the system could be disconnected from the drinking water system, without having authorization of use.

Uncorrected or continued violations of Idaho Code § 39-118 may result in DEQ referring the Island Park Water Company's Goose Bay Estates public water system for further formal enforcement, that may include a Notice of Violation and associated monetary penalties. Please ensure future construction activities are completed in accordance with Idaho Code.

If you have any questions, contact me at (208)528-2650 or [Carlin.Feisthamel@deq.idaho.gov](mailto:Carlin.Feisthamel@deq.idaho.gov)

Sincerely,



Carlin Feisthamel, PE  
Regional Engineering Manager

Attachment (1)

c: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Kelsey Carter, Drinking Water Analyst  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

# Photographic Documentation

**Inspection Date(s):** Wednesday, May 31, 2023

**Facility ID:** ID7220030

**Name of Facility:** Goose Bay Estates

**Inspector(s):** Kelsey Carter

**Purpose of Inspection:** Ongoing Investigation



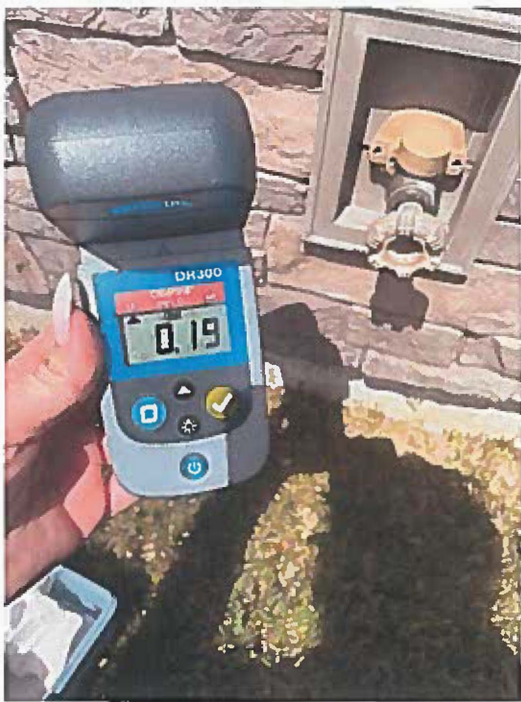
**State of Idaho  
Department of Environmental Quality**

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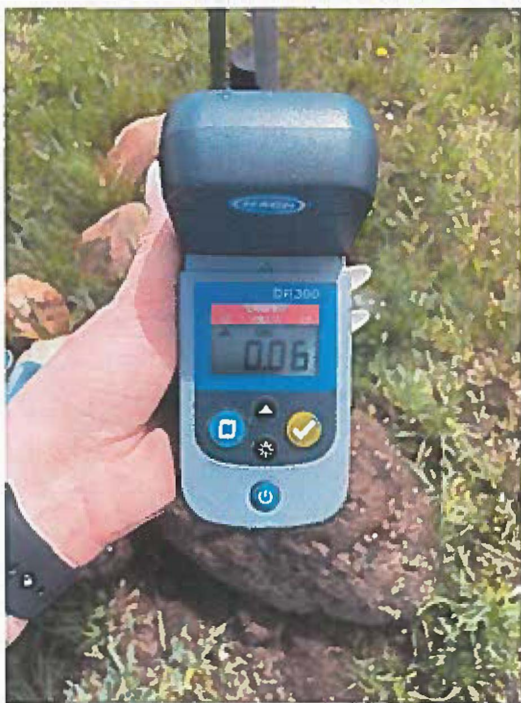
**Table of Photographs:**

Photograph 1: Chlorine Residual collected in Goose Bay Estates on May 31, 2023 ..... 3  
Photograph 2: Chlorine Residual collected in Goose Bay Estates on May 31, 2023 ..... 3  
Photograph 3: Chlorine Residual collected in Goose Bay Estates on May 31, 2023 ..... 4  
Photograph 4: Chlorine Residual collected in Goose Bay Estates on May 31, 2023 ..... 4





Photograph 1: Chlorine Residual collected in Goose Bay Estates on May 31, 2023

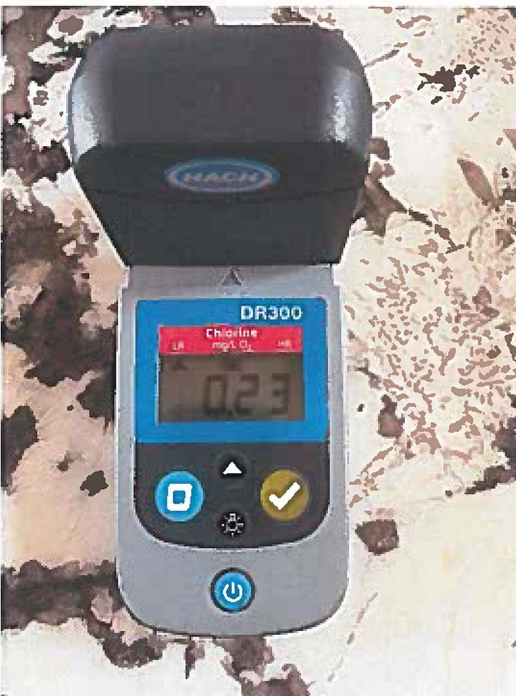


Photograph 2: Chlorine Residual collected in Goose Bay Estates on May 31, 2023

Idaho Department of Environmental Quality  
Photographic Documentation For: Goose Bay Estates - ID7220030



Photograph 3: Chlorine Residual collected in Goose Bay Estates on May 31, 2023



Photograph 4: Chlorine Residual collected in Goose Bay Estates on May 31, 2023



June 1, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: IDAHO CODE § 39-118 VIOLATION FOR ASPEN RIDGE SUBDIVISION – PWS #ID7220007  
FURTHER ACTION REQUIRED.**

Dear Dorothy McCarty,

On May 31, 2023, the Idaho Department of Environmental Quality (DEQ) became aware of a potential material modification made to the public water system in Aspen Ridge Subdivision. Chlorine residuals have been documented in multiple locations throughout Aspen Ridge on multiple days. Multiple onsite evaluations have been conducted by this department in Aspen Ridge to further investigate the issue. Idaho Code § 39-118 requires DEQ review and approval of plans and specifications for new construction or material modifications of existing public water systems, prior to commencing construction. The plans and specifications must be prepared by an Idaho licensed professional engineer.

During the sanitary survey conducted on October 20, 2022, a chlorinator and tank were first documented in Aspen Ridge. Island Park Water Company claimed the chlorinator was inactive and not connected. This was further documented in the photolog (attached) from the sanitary survey report in photographs 4 and 6. The sanitary survey report stated twice that DEQ must be notified prior to any treatment. To remedy this issue please address the following list of needs:

- A. Island Park Water Company's Aspen Ridge public water system must submit a written explanation as to how and why the apparent violation of Idaho Code § 39-118 occurred, and what measures will be taken to prevent future violations.
- B. Island Park Water Company's Aspen Ridge public water system is required to hire a professional engineer licensed in the state of Idaho to prepare record drawings of the chlorination system. If the record drawings indicate that the construction does not meet DEQ rules or your engineer recommends material modifications, then plans and specifications shall be developed by a professional engineer as needed to meet DEQ Rules. Alternatively, the system could be disconnected from the drinking water system, without having authorization of use.

Uncorrected or continued violations of Idaho Code § 39-118 may result in DEQ referring the Island Park Water Company's Aspen Ridge public water system for further formal enforcement,

that may include a Notice of Violation and associated monetary penalties. Please ensure future construction activities are completed in accordance with Idaho Code.

If you have any questions, contact me at (208)528-2650 or [Carlin.Feisthamel@deq.idaho.gov](mailto:Carlin.Feisthamel@deq.idaho.gov)

Sincerely,



Carlin Feisthamel, PE  
Regional Engineering Manager

Attachment (1)

c: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Kelsey Carter, Drinking Water Analyst  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

# Photographic Documentation

**Inspection Date(s):** Wednesday, May 31, 2023

**Facility ID:** ID7220007

**Name of Facility:** Aspen Ridge Subdivision

**Inspector(s):** Kelsey Carter

**Purpose of Inspection:** Ongoing Investigation



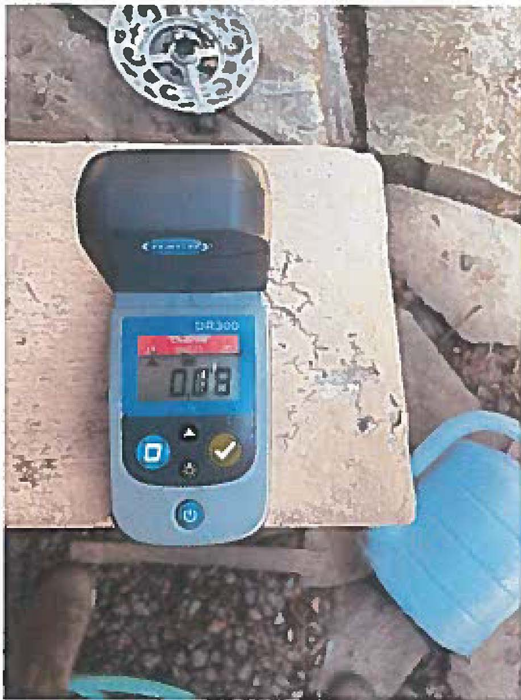
**State of Idaho**  
**Department of Environmental Quality**

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Photograph 4: Chlorine Residual collected in Aspen Ridge on May 31, 2023..... 4



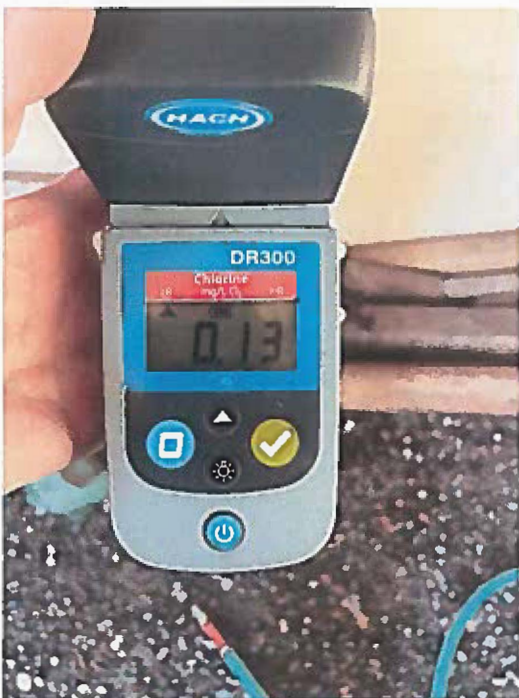


Photograph 1: Chlorine Residual collected in Aspen Ridge on May 31, 2023

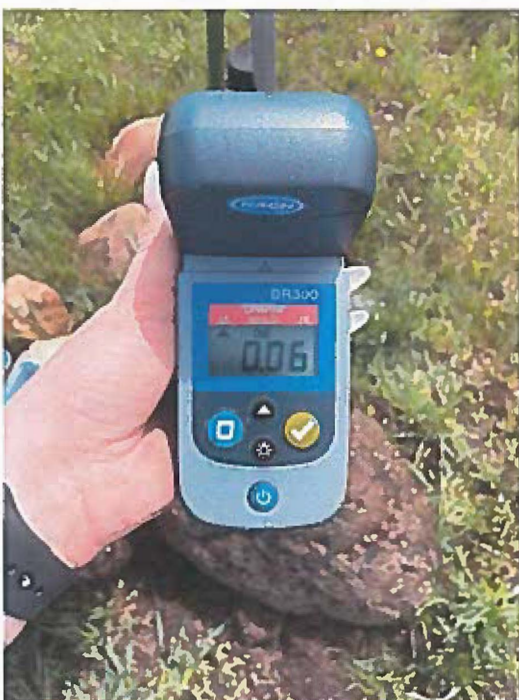


Photograph 2: Chlorine Residual collected in Aspen Ridge on May 31, 2023

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Photograph 3: Chlorine Residual collected in Aspen Ridge on May 31, 2023



Photograph 4: Chlorine Residual collected in Aspen Ridge on May 31, 2023



June 1, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: IDAHO CODE § 39-118 APPARENT VIOLATION FOR ASPEN RIDGE SUBDIVISION – PWS #ID7220007  
FURTHER ACTION REQUIRED.**

Dear Dorothy McCarty,

On May 31, 2023, the Idaho Department of Environmental Quality (DEQ) became aware of a potential improper installation, or material modification made to the public water system in Aspen Ridge Subdivision. The broken main line on Balsam was first documented in the sanitary survey conducted October 20, 2022. Multiple onsite evaluations have been conducted by the Department in Aspen Ridge to further investigate the issue. Idaho Code § 39-118 requires DEQ review and approval of plans and specifications for new construction or material modifications of existing public water systems, prior to commencing construction. The plans and specifications must be prepared by an Idaho licensed professional engineer.

In a phone call to Drinking Water Compliance staff, Island Park Water Company claimed May 24, 2023, that, "a leak was found on Balsam and "fixed", then pressure readings were taken at residences along that street". Further information on the "fixed" repair were not provided. Documentation of how the repairs were made were not provided by Island Park Water Company.

An onsite inspection on May 31, 2023, by DEQ staff showed exposed water lines (see attachment), not previously documented. It is currently unknown if the construction meets DEQ Rules. To remedy this issue please address the following list of needs:

- A. Island Park Water Company's Aspen Ridge public water system must submit a written explanation as to how and why the apparent violation of Idaho Code § 39-118 occurred, and what measures will be taken to prevent future violations.
- B. If new water mains were installed without DEQ approval, the Island Park Water Company's Aspen Ridge public water system is required to hire a professional engineer licensed in the state of Idaho to prepare record drawings of the as constructed water main. If the record drawings indicate that the construction does not meet DEQ rules or your engineer recommends material modifications, then plans and specifications shall be developed by a professional engineer as needed to meet DEQ Rules. Alternatively, the system could be disconnected from the drinking water system, without having authorization of use.

Uncorrected or continued violations of Idaho Code § 39-118 may result in DEQ referring the Island Park Water Company's Aspen Ridge public water system for further formal enforcement, that may include a Notice of Violation and associated monetary penalties. Please ensure future construction activities are completed in accordance with Idaho Code.

If you have any questions, contact me at (208)528-2650 or [Carlin.Feisthamel@deg.idaho.gov](mailto:Carlin.Feisthamel@deg.idaho.gov)

Sincerely,



Carlin Feisthamel, PE  
Regional Engineering Manager

Attachment (1)

c: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Kelsey Carter, Drinking Water Analyst  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.

# Photographic Documentation

**Inspection Date(s):** Wednesday, May 31, 2023

**Facility ID:** ID7220007

**Name of Facility:** Aspen Ridge Subdivision

**Inspector(s):** Kelsey Carter

**Purpose of Inspection:** Ongoing Investigation



**State of Idaho**  
**Department of Environmental Quality**

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**Table of Photographs:**

Photograph 1: Interstation of Balsam and Aspen Ridge where construction was occurring on May 18, 2023 ..... 3  
Photograph 2: Where Balsam was dug up to locate the main line on May 18, 2023 ..... 3  
Photograph 3: Exposed water line on Balsam ..... 4  
Photograph 4: Exposed water line on Balsam ..... 4  
Photograph 5: Exposed water line on Balsam ..... 5  
Photograph 6: Exposed water line on Balsam ..... 5  
Photograph 7: Exposed water line on Balsam ..... 6  
Photograph 8: Exposed water line on Balsam ..... 6  
Photograph 9: Exposed water line on Balsam ..... 7



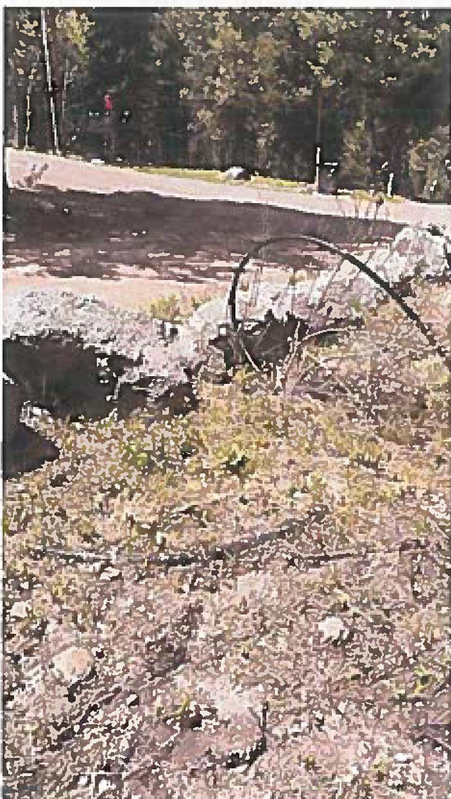


Photograph 1: Interstation of Balsam and Aspen Ridge where construction was occurring on May 18, 2023



Photograph 2: Where Balsam was dug up to locate the main line on May 18, 2023





Photograph 3: Exposed water line on Balsam



Photograph 4: Exposed water line on Balsam



Photograph 5: Exposed water line on Balsam



Photograph 6: Exposed water line on Balsam

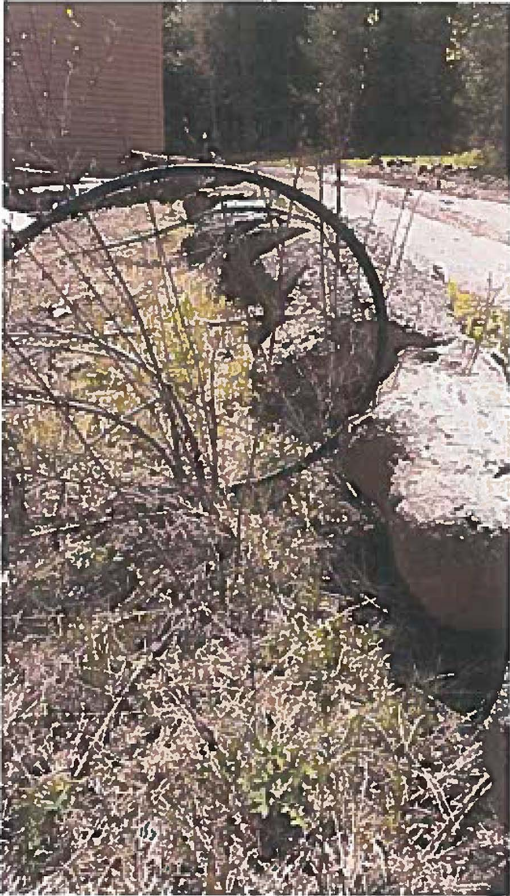




Photograph 7: Exposed water line on Balsam



Photograph 8: Exposed water line on Balsam



Photograph 9: Exposed water line on Balsam

# DRINKING WATER WARNING

## *E. coli* is present in Aspen Ridge Subdivision's water

### BOIL YOUR WATER BEFORE USING

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### What is being done?

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

#### Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov).

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220007



# DRINKING WATER WARNING

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

Aspen Ridge Subdivision PWS ID#: 7220007

## BOIL WATER ADVISORY

- Hierva su agua antes de usarla -

### Due to Loss of Pressure

Island Park Water Company is required to routinely monitor the conditions in the drinking water distribution system. On 04/05/2023 DEQ became aware Aspen Ridge Subdivision experienced a drop in water pressure below 20 psi/loss of pressure due to a problem with the well pump, broken main lines, and potential other causes. A drop or loss of water pressure creates conditions that could allow contamination to enter the distribution system through backflow, by backpressure, or back-siphonage. As a result, there is an increased chance that the drinking water may contain disease-causing organisms.

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil. Let it boil for a minimum of one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **UNTIL FURTHER NOTICE.** Boiling kills bacteria and other organisms in the water.
- You may continue to use your water to wash your hands using antibacterial soap and water for at least 20 seconds.
- *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause nausea, cramps, diarrhea, and associated headaches.*
- The symptoms above are caused by many types of organisms. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

There have been no provided pressure readings in Aspen Ridge Subdivision verifying pressure is above 40 psi, as required by Idaho Rules for Public Drinking Water Systems. A pressure study will be conducted by DEQ when weather permits if homeowners would like to volunteer. There is at least one broken main line that must be repaired by IPWC no later than June 30, 2023. Engineering plans and specifications to make material modifications are required to be submitted to DEQ prior and must receive approval.

IPWC and DEQ will inform you when you no longer need to boil your water. Island Park Water Company has a deadline of repairing all significant deficiencies in the water system by June 30, 2023.

For more information, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net). You may also reach out to Kelsey Carter with DEQ at (208)528-2650 or [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov).

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly. You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Idaho Department of Environmental Quality on April 07, 2023.

# DRINKING WATER WARNING

## *E. coli* is present in Aspen Ridge Subdivision's water

### BOIL YOUR WATER BEFORE USING

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### What is being done?

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

#### Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220007

## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Aspen Ridge Subdivisión**

### **HIERVAN EL AGUA ANTES DE USARLA**

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### **¿Qué debo hacer? ¿Qué es la significa de este?**

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### **¿Qué se está haciendo al respecto?**

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

#### **Datos de contacto:**

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov).

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

*\*Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mono o por correo.\**

Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220007

# DRINKING WATER WARNING

## *E. coli* is present in Goose Bay Estate's water

### BOIL YOUR WATER BEFORE USING

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### What is being done?

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

#### Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220030

## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Goose Bay Estates**

#### **HIERVAN EL AGUA ANTES DE USARLA**

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### **¿Qué debo hacer? ¿Qué es la significa de este?**

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### **¿Qué se está haciendo al respecto?**

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

#### **Datos de contacto:**

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

*\*Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.\**

Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220030



# DRINKING WATER WARNING

## *E. coli* is present in Valley View Subdivision's water

### BOIL YOUR WATER BEFORE USING

*E. coli* bacteria were found in the water supply on May 10, 2023. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

#### What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- *\*E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.\**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their healthcare providers about drinking this water.

#### What is being done?

DEQ is evaluating the situation and working with the Island Park Water Company.

This notice is on-going until DEQ informs you when tests show no bacteria are present and you no longer need to boil your water.

#### Contact Information:

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by the Idaho Department of Environmental Quality.

Date distributed: May 11, 2023. PWS# ID7220156



## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Valley View Subdivisión**

#### **HIERVAN EL AGUA ANTES DE USARLA**

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### **¿Qué debo hacer? ¿Qué es la signfica de este?**

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### **¿Qué se está haciendo al respecto?**

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

#### **Datos de contacto:**

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

*\*Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.\**

Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220156

## AVISO SOBRE SU AGUA POTABLE

### ***E. coli* está presente en el agua del Sistema Aspen Ridge Subdivisión**

#### **HIERVAN EL AGUA ANTES DE USARLA**

*E. coli* fue encontrada en su servicio de agua el día 10 de mayo de 2023. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

#### **¿Qué debo hacer? ¿Qué es la significa de este?**

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- *\*E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.\**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

#### **¿Qué se está haciendo al respecto?**

Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua.

#### **Datos de contacto:**

Island Park Water Company at (208) 521-2369 or [water@ida.net](mailto:water@ida.net).

DEQ Idaho Falls Regional Office at (208) 528-2650 or [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov).

Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

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Este aviso ha sido enviado a usted por Idaho Department of Environmental Quality. Fecha de distribución: 11 de mayo de 2023. PWS# ID7220007

**AFFIDAVIT OF JON KRUCK**  
**ISL-W-23-02**  
**EXHIBIT 14**



June 1, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Correction Due For Significant Deficiencies For Island Park Water Company**

Dear Dorothy McCarty,

This letter is a final reminder for all seven of Island Park Water Company's public water systems. On October 19, 2022 and October 20, 2022, the Department of Environmental Quality (DEQ) conducted sanitary surveys on Goose Bay Estates (PWS# 7220030), Valley View Subdivision (PWS# 7220156), Aspen Ridge Subdivision (PWS# 7220007), Shotgun Cherokee Subdivision 5 (PWS# 7220063) Shotgun Kickapoo Subdivision 6 (PWS# 7220064), Shotgun North (PWS# 7220065), and Shotgun South Stevens Lane (PWS #7220066). A total of ninety-three (93) significant deficiencies were documented.

A significant deficiency is any defect in a system's design, operation, maintenance, or administration, as well as any failure or malfunction of any system component, that the Department determines to cause, or have potential to cause, risk to health or safety, or that could affect the reliable delivery of safe drinking water.

The sanitary survey report was issued by DEQ on November 26, 2022, giving Island Park Water Company thirty (30) days to consult and submit a Corrective Action Plan (attached). DEQ granted an extension of the one hundred and twenty (120) day requirement for corrective actions to be completed due to snowfall in Island Park, Idaho. DEQ allowed all corrective actions to be completed by June 30, 2023. June 30, 2023 would be a total of two hundred twenty six (226) days for Island Park Water Company to make the necessary correction to these public water systems.

As of today, June 1, 2023, Island Park Water Company has not submitted engineering plans and specification to make the required material modification to the seven public water systems. Modifying your public water system or installing new components require the assistance of an Idaho Licensed Professional Engineer and review by this department's engineering group. The engineering review process allows for a thirty (30) day review period by this department.

Further, all seven public water systems remain disapproved by DEQ for operating procedures constituting a health hazard. A health hazard is defined as any condition which creates, or may create, a danger to the consumer's health. Health hazards may consist of, but are not limited to, design, construction, operational, structural, collection, storage, distribution, monitoring, treatment or water quality elements of a public water system. Island Park Water Company has not taken any steps to have any of these seven public water systems reapproved.

Disapproval by DEQ has resulted in the suspension of technical services by this department including, issuing monitoring waivers, review and processing of engineering reports, and review of plans and specifications for design and construction set forth in IDAPA 58.01.08 Section 501 through 552. Disapproval does not mean that the system must cease operating. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

If you have questions you may contact me at (208)528-2650 or at [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov)

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter', written in a cursive style.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

Attachment (1)

c: Troy Saffle, Regional Administrator  
Hannah Young, Deputy Attorney General  
Tyler Fortunati, Drinking Water Bureau Chief  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Kelsey Carter, Drinking Water Analyst  
Jason Fales, Drinking Water Compliance Supervisor  
Claire Sharp, Deputy Attorney General  
Travis Culbertson, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
John Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR ASPEN RIDGE SUBDIVISION WELL PWS# ID7220007**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of E. coli bacteria in samples collected in Aspen Ridge Subdivision. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Aspen Ridge Subdivision is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Aspen Ridge Subdivision, DEQ will require additional efforts to evaluate the extent of contamination. Aspen Ridge Subdivision will remain on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.



Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR GOOSE BAY ESTATES WELL PWS# ID7220030**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of E. coli bacteria in samples collected in Goose Bay Estates. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Goose Bay Estates is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Goose Bay Estates, DEQ will require additional efforts to evaluate the extent of contamination.

Goose Bay Estates will no longer be on quarterly monitoring for bacteria. Beginning June 2023 Goose Bay Estates will be on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR SHOTGUN CHEROKEE SUBDIVISION 5 WELL  
PWS# ID7220063**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of total coliform bacteria in samples collected in Shotgun Cherokee Subdivision 5. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Shotgun Cherokee Subdivision 5 is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Shotgun Cherokee Subdivision 5, DEQ will require additional efforts to evaluate the extent of contamination.

Shotgun Cherokee Subdivision 5 will no longer be on quarterly monitoring for bacteria. Beginning June 2023 Shotgun Cherokee Subdivision 5 will be on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter', written in a cursive style.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
Travis Culbertson, Idaho Public Utilities Commission  
Jon Kruck, Idaho Public Utilities Commission  
Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR SHOTGUN NORTH WELL PWS# ID7220065**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of total coliform bacteria in samples collected in Shotgun North. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Shotgun North is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Shotgun North, DEQ will require additional efforts to evaluate the extent of contamination.

Shotgun North will no longer be on quarterly monitoring for bacteria. Beginning June 2023 Shotgun North will be on monthly bacteria sampling from the distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.



Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
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Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



May 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: INCREASED BACTERIA MONITORING FOR VALLEY VIEW SUBDIVISION WELL PWS#  
ID7220156**

Dear Dorothy McCarty,

The Department of Environment Quality (DEQ) has notified Island Park Water Company of E. coli bacteria in samples collected in Valley View Subdivision. DEQ has documented concerns with E. coli in the area surrounding this subdivision. Wells in the impacted area may be drawing water from the same aquifer, meaning Valley View Subdivision is at an increased risk of bacterial contamination.

Although the source of contamination has not been identified by Island Park Water Company in Valley View Subdivision, DEQ will require additional efforts to evaluate the extent of contamination. Valley View Subdivision will remain on monthly bacteria sampling from each distribution, as well as undergoing Source Water Assessment Monitoring (SWAM).

Beginning in June 2023 Island Park Water Company will be responsible for collecting a monthly raw source sample, prior to any treatment, from each well in the public water system. In addition to the routine total coliform sample from the distribution each month.

If a distribution system sample is positive for total coliform, Island Park Water Company will be required to collect three repeat samples in the distribution system and one raw source water sample. If a raw source water sample tests positive for E. coli, additional corrective actions and sampling will be required to protect public health.

You can view a current copy of your monitoring schedule on the DEQ Public Water systems Switchboard or at: <http://www2.deq.idaho.gov/water/monitoringschedulereport>

I may be contacted Monday- Friday 7:30 am - 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter', written in a cursive style.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
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Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General Idaho Public Utilities Commission  
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Chris Hecht, Idaho Public Utilities Commission  
Chris McEwan, Idaho Public Utilities Commission  
Curtis Thaden, Idaho Public Utilities Commission  
Jolene Bossard, Idaho Public Utilities Commission  
Roger Buchanan, Buchanan Well Drilling Inc.



April 12, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE QUARTERLY TIER 1 PUBLIC NOTIFICATION TO VALLEY VIEW  
SUBDIVISION – PWS# ID7220156**

Dear Ms. McCarty,

Records maintained by the Department of Environmental Quality (DEQ) indicate that the Island Park Water Company failed to provide the quarterly Tier 1 public notification to your customers of Valley View Subdivision for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, approved quarterly public notification was not provided within the three (3) days following the beginning of the quarter.

The second quarter of 2023 began April 1, 2023

Violation: Boil Water Advisory due to loss of pressure event December 28, 2022 that has not been corrected.

A copy of the notice was required to be submitted to this office within ten (10) days of publication accompanied by a signed public notification certification form.

For the above-referenced violation, the water system was required to provide quarterly Tier 1 public notification to the water users. Appropriate public notification templates are available from the Department's public switchboard under "Forms/Information" at:  
[www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard).

The template previously provided by DEQ to Island Park Water Company may be reissued. A cover letter or attached documents are not permitted to be sent with this notification. DEQ previously issued Tier 1 Public Notification for Valley View Subdivision on February 24, 2023, after Island Park Water Company failed to issue the correct notification to customers.

Additional violations of the Idaho Rules for Public Drinking Water system may result in further enforcement actions by this department.

I may be contacted Monday – Friday 7:30 am – 4:30 pm by phone at (208)528-2650, or by email at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need clarification.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
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Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Claire Sharp, Deputy Attorney General, [claire.sharp@puc.idaho.gov](mailto:claire.sharp@puc.idaho.gov)  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)  
Kansas Buchanan, Buchanan Well Drilling Inc., [Kansas@andrewwelldrilling.com](mailto:Kansas@andrewwelldrilling.com)

# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Aspen Ridge Subdivision Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Aspen Ridge Subdivision was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Aspen Ridge Subdivision failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours. All compliance samples have been collected within the correct time frame, but not from the correct location.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for the 1st Quarter of 2023 has not been collected in Aspen Ridge Subdivision from the DEQ approved sampling location.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220007.

Date distributed: 04/07/2023.



# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Goose Bay Estates Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Goose Bay Estates was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Goose Bay Estates failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for Goose Bay Estates for the 1st Quarter of 2023 has not been collected.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220030.

Date distributed: 04/07/2023.

# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Shotgun Cherokee Subdivision 5 Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Shotgun Cherokee Subdivision 5 was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Shotgun Cherokee Subdivision 5 failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours. All compliance samples have been collected within the correct time frame, but not from the correct location.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for the 1st Quarter of 2023 has not been collected in Shotgun Cherokee Subdivision 5 from the DEQ approved sampling location.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220063.

Date distributed: 04/07/2023.

# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Shotgun Kickapoo Subdivision 6 Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Shotgun Kickapoo Subdivision 6 was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Shotgun Kickapoo Subdivision 6 failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours. All compliance samples have been collected within the correct time frame, but not from the correct location.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for the 1st Quarter of 2023 has not been collected in Shotgun Kickapoo Subdivision 6 from the DEQ approved sampling location.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220064.

Date distributed: 04/07/2023.

# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Shotgun North Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Shotgun North was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Shotgun North failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

As of 03/28/2023 a compliance sample for Shotgun North for the 1st Quarter of 2023 has not been collected.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220065.

Date distributed: 04/07/2023.

# Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Shotgun South Stevens Lane Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Shotgun South Stevens Lane was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Shotgun South Stevens Lane failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours. All compliance samples have been collected within the correct time frame, but not from the correct location.

#### What is being done?

A site sampling plan was submitted to DEQ for approval at the end of February.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220066.

Date distributed: 04/07/2023.

## Revised Total Coliform Rule (RTCR) Failure to Perform Corrective Actions Associated with Sanitary Survey Significant Deficiency

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

#### Valley View Subdivision Failed to Perform Activities Required to Address Two Significant Deficiencies of the Water System

A sanitary survey of Valley View Subdivision was performed by the Department of Environmental Quality (DEQ) on October 20, 2022. Two significant deficiencies were identified with a scheduled due date of December 31, 2022. Valley View Subdivision failed to complete these requirements in the allotted time frame. The identified significant deficiencies were (1) The Sample Siting Plan meeting the minimum requirements per IDAPA 58.01.08 and (2) Are samples being taken in accordance with the Sample Siting Plan? No.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

#### What should I do?

- Valley View Subdivision remains on a boil advisory. Water should be boiled for a minimum of 1 minute prior to ingestion.
- Homeowners can have their own water tested, at their own expense, and contact DEQ with any concerns.

#### What does this mean?

A Sample Siting Plan to include the correct sampling locations in Valley View Subdivision is in process. Valley View Subdivision has been changed to monthly monitoring.

#### What is being done?

The two required compliance samples for the month of February were not collected. A construction sample was collected by a homeowner on February 7, 2023, which returned absent for the presence of bacteria. This did not count as a compliance sample. IPWC was instructed by DEQ to use a different location for the March compliance sample. These directions were not followed by IPWC. A site sampling plan that meets the rule requirements per IDAPA 58.01.08 has not been submitted to DEQ as of 03/28/2023.

For more information, including allowing your residence to be a future sampling location, please contact Island Park Water Company at (208)521-2369 or [water@ida.net](mailto:water@ida.net).

This notice is being sent to you by Island Park Water Company. State Water System ID#: 7220156.

Date distributed: 04/07/2023.





**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Aspen Ridge Subd. Public Water System No. 7220007 -- Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Aspen Ridge Subd. public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 20, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 6, 22, and 23 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) to discuss these violations and required corrective actions.



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jesse Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

**Kelsey Carter**  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr, Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jesse Byrne, Director

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from the same location each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted, it must be followed when collecting samples or they may be deemed non-compliant. Samples were collected for all 4 quarters of 2022, with no violations within the last 5 years. The annual nitrate sample has already been collected for 2022 as well.

The subdivision is up to date with the annual state drinking water fee. Homeowners are charged a \$280 drinking water fee set by the Public Utilities Commission. These fees cover system maintenance, repairs, and collection of compliance samples. There is not a current map of the distribution nor an overall operations and maintenance manual.

All planned corrective actions will need to be submitted to DEQ by December 19, 2022.



### Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

**Note:** *Samples are only being collected from 4043 Kickapoo since 2Q20. Samples must be taken from different locations each quarter to get an adequate representation of the whole distribution. A site sampling plan must be submitted by 12/31/2022.*

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by **12/31/2022**.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval



STATE OF IDAHO  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jesse Byrne, Director

**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

**Note:** *There is not a current site sampling plan in place. A site sampling plan must be submitted by 12/31/2022.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by **12/31/2022**.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval

**I certify, to the best of my knowledge that all significant deficiencies have been corrected by the agreed upon date and that the corrective action meets the requirements pursuant to IDAPA 58.01.08.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.



### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability.

Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.



# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving ≤3,300 people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

**Sources of Water:**  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s) well tag #, name, spring name, intake source	Source Type GW--ground water, SP--spring, SW--surface water, GU--ground water under the influence of SW, P--purchase water from other system	Usage P--permanent (full/time), E--emergency (not planned for use), I--interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

**Manifold:** List sources that combine before distribution

Disinfection Treatment Installed/Using:  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature:  Date:

**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)	
Q U A R T E R	1st January	1.	U D	
		2.	U D	
		3.	U D	
	February	1.	U D	
		2.	U D	
		3.	U D	
	March	1.	U D	
		2.	U D	
		3.	U D	
	2nd April	1.		U D
				U D
				U D
May		1.	U D	
		2.	U D	
		3.	U D	
3rd June	1.		U D	
			U D	
			U D	

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)	
3rd Q U A R T E R	July	1.	U D	
		2.	U D	
		3.	U D	
		August	1.	U D
			2.	U D
			3.	U D
	September	1.	U D	
		2.	U D	
		3.	U D	
	4th Q U A R T E R	October	1.	U D
			2.	U D
			3.	U D
November			1.	U D
			2.	U D
			3.	U D
December		1.	U D	
		2.	U D	
		3.	U D	

Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

Other considerations:

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Goose Bay Estates Public Water System No. 7220030 – Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Goose Bay Estates public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 20, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 5, 19, and 20 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deg.idaho.gov](mailto:Kelsey.carter@deg.idaho.gov) to discuss these violations and required corrective actions.





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DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



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Jesse Byrne, Director

be installed before the pressure switch, and ideally before the flowmeter. Plans and specs will need to be submitted by an engineer. As a reminder, anytime material modifications are made to the water system plans must be submitted to DEQ for approval. The overall condition of the pump vault was free of debris and had no signs of excessive heat or moisture. There is an installed flow meter in the pump vault, shown in photographs 20 and 21. There is a pressure tank installed in the pump house that has not been previously documented. The Flow-Thru model FT18 is a 4.5-gallon bladder tank. There is an installed pressure switch and pressure gauge. The pressure gauge was only reading 30 psi at the time of the survey, shown in photograph 26. This is not adequate pressure for the system, a minimum of 40 psi must be maintained. The pump did not turn on at any time during the inspection and the set points are unknown. A second pressure reading from the distribution was collected from the home the well is located on. The reading displayed 44psi. Readings were not collected during a time of high demand and the pressure of the system will need to be evaluated.

The two wells form a continuous loop system with no known dead ends or cross-connections. The distribution consists of galvanized steel piping that is being replaced with PVC when repairs are made and copper was added to the pump vault. The main line size is 3 to 1.5 inches. All valves are exercised at least once every quarter. There are no fire hydrants or flushing hydrants in the water system. None of the system connections are metered. There has been freezing within the water system, but not in the main lines. Homeowners are responsible for where they connect on the main to their home. The system was designed for seasonal use and the main lines and service connections' depth are unknown, but likely buried less than 5 feet.

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from the same location each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted, it must be followed when collecting samples or they may be deemed non-compliant. Samples were collected for all 4 quarters of 2022, with no violations within the last 5 years. The annual nitrate sample has already been collected for 2022 as well.

The subdivision is up to date with the annual state drinking water fee. Homeowners are charged a \$280 drinking water fee set by the Public Utilities Commission. These fees cover system maintenance, repairs, and collection of compliance samples. There is not a current map of the distribution nor an overall operations and maintenance manual.

All planned corrective actions will need to be submitted to DEQ by December 19, 2022.



### Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

***Note:** Samples are only being collected from 4043 Kickapoo since 2QT20. Samples must be taken from different locations each quarter to get an adequate representation of the whole distribution. A site sampling plan must be submitted by 12/31/2022.*

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by 12/31/2022.

#### Corrective Action Plan

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_

Corrective action(s) taken: Plan template must be submitted to DEQ for approval



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**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

**Note:** *There is not a current site sampling plan in place. A site sampling plan must be submitted by 12/31/2022.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by **12/31/2022**.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_

Corrective action(s) taken: Plan template must be submitted to DEQ for approval

**I certify, to the best of my knowledge that all significant deficiencies have been corrected by the agreed upon date and that the corrective action meets the requirements pursuant to IDAPA 58.01.08.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.

### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability. Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.





# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving  $\leq 3,300$  people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

Sources of Water:  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s) well tag #, name, spring name, intake source	Source Type GW--ground water, SP--spring, SW--surface water, GU--ground water under the influence of SW, P--purchase water from other system	Usage P--permanent (full/time), E--emergency (not planned for use), I--interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

Manifold: List sources that combine before distribution

Disinfection Treatment Installed/Using:  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature:  Date:

**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
Q U A R T E R	January	1.	U
			D
		2.	U
			D
	1st	3.	U
			D
	February	1.	U
			D
		2.	U
			D
	3.		U
		D	
March	1.	U	
		D	
	2.	U	
		D	
3.		U	
		D	
2nd	April	1.	U
			D
		2.	U
			D
	3.		U
			D
May	1.	U	
		D	
	2.	U	
		D	
3.		U	
		D	
Q U A R T E R	June	1.	U
			D
		2.	U
			D
	3.		U
			D

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
3rd Q U A R T E R	July	1.	U
			D
		2.	U
			D
		3.	U
			D
	August	1.	U
			D
		2.	U
			D
		3.	U
			D
September	1.	U	
		D	
	2.	U	
		D	
	3.	U	
		D	
4th Q U A R T E R	October	1.	U
			D
		2.	U
			D
		3.	U
			D
	November	1.	U
			D
		2.	U
			D
		3.	U
			D
December	1.	U	
		D	
	2.	U	
		D	
	3.	U	
		D	

Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

**Other considerations:**

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).



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900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Shotgun Cherokee Subd. 5 Public Water System No. 7220063 -- Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Shotgun Cherokee Subd. 5 public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 19, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 5, 20, and 21 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) to discuss these violations and required corrective actions.



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

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Kahlo Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

well, which can cause a vacuum to occur where potential contaminants can be drawn back into the system. At the time the well was drilled, the static water level was measured at 30 feet.

The Cherokee system does not have a pump house, all the water system components are located in the pump vault next to the well. The pump vault does not have an installed lock, which has been deemed a significant deficiency. There have been several material modifications made to the Cherokee system and plans and specs were not submitted for approval. This is a violation of Idaho Code § 39-118. Modifications may include but are not limited to, significant changes to existing processes or facilities or the installation of other processes. A preliminary engineering report would have addressed specific purpose and scope, design requirements, alternative solutions, costs, and operation and maintenance requirements to demonstrate adequate system capacity. The buried pressure tank has been disconnected, it is unknown if it was removed, or remains in place and needs to be abandoned. The system also now has a cycle stop valve installed which acts similarly to a VFD. A flow meter has been installed as seen in photograph 16. There is an accessible check valve installed in the Cherokee pump vault. The Cherokee pump vault was in an overall good, clean condition as shown in photograph 13. There is a single Well-X-Trol model WX-302 pressure tank installed in 2020. There are no signs of excessive moisture or heat, there was a working heater in place to prevent freezing. There is some cracking of the wall surface that should be evaluated as soon as possible to avoid surface water entry, this can be seen in photograph 11. The threaded taps in the Cherokee pump vault will all need to be equipped with backflow prevention devices.

The two wells form a continuous loop system with no known dead ends or cross-connections. The distribution consists of galvanized steel piping that is being replaced with PVC when repairs are made. The main line size is 3 to 1.5 inches. All valves are exercised at least once every quarter. There are no fire hydrants or flushing hydrants in the water system. None of the system connections are metered. There has been freezing within the water system, but not in the main lines. Homeowners are responsible for where they connect on the main to their home. The system was designed for seasonal use and the main lines and service connections' depth are unknown, but likely buried less than 5 feet. A pressure reading from the distribution was taken from the home where the Choctaw Well is located, and displayed 71 psi, shown in photograph 8.

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from the same location each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted, it must be followed when collecting samples or they may be deemed non-compliant. Samples were collected for all 4 quarters of 2022, with no violations within the last 5 years. The annual nitrate sample has already been collected for 2022 as well.



### Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

**Note:** *Samples are only being collected from 4043 Kickapoo since 2Q20. Samples must be taken from different locations each quarter to get an adequate representation of the whole distribution. A site sampling plan must be submitted by 12/31/2022.*

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by **12/31/2022**.

#### Corrective Action Plan

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval



**STATE OF IDAHO**  
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ENVIRONMENTAL QUALITY

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Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

**Note:** *There is not a current site sampling plan in place. A site sampling plan must be submitted by 12/31/2022.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by **12/31/2022.**

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval

**I certify, to the best of my knowledge that all significant deficiencies have been corrected by the agreed upon date and that the corrective action meets the requirements pursuant to IDAPA 58.01.08.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.

### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability. Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.



# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving  $\leq 3,300$  people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

Sources of Water:  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s): well tag #, name, spring name, intake source	Source Type GW--ground water, SP--spring, SW--surface water, GU--ground water under the influence of SW, P--purchase water from other system	Usage P--permanent (full/time), E--emergency (not planned for use), I--interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

Manifold: List sources that combine before distribution

Disinfection Treatment Installed/Using:  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature: \_\_\_\_\_ Date:



**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)		
Q U A R T E R	January	1.	U		
			D		
		2.	U		
	1st			D	
		February	3.	U	
				D	
			1.	U	
		Q U A R T E R			D
			March	2.	U
					D
				3.	U
			2nd		
April				1.	U
					D
				2.	U
Q U A R T E R					D
	May			3.	U
					D
				1.	U
	R				D
		June		2.	U
					D
				3.	U
		3rd			D

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
3rd Q U A R T E R	July	1.	U
			D
		2.	U
			D
		3.	U
			D
	August	1.	U
			D
		2.	U
			D
		3.	U
			D
September		1.	U
			D
		2.	U
		D	
	3.	U	
		D	
4th Q U A R T E R	October	1.	U
			D
		2.	U
			D
		3.	U
			D
	November	1.	U
			D
		2.	U
			D
		3.	U
			D
December		1.	U
			D
		2.	U
		D	
	3.	U	
		D	

Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

**Other considerations:**

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).



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ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Shotgun Kickapoo Subd. 6 Public Water System No. 7220064 -- Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Shotgun Kickapoo Subd. 6 public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 19, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 4, 5, 12, and 13 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deg.idaho.gov](mailto:Kelsey.carter@deg.idaho.gov) to discuss these violations and required corrective actions.



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900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



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A single buried pressure tank is located next to the pump house. It was not accessible for the inspection. The specifications for the pressure tank are all unknown, including brand, model, and capacity. It is thought to be a 2,000-gallon steel buoy that has been in place for over ten years. The pressure tank has not been tested for structural integrity due to it being inaccessible. The tank is capable of maintaining pressure greater than 40 psi. At the time the sanitary survey was conducted, the pressure gauge was reading 54 psi as shown in photograph 8. The pump was not cycling excessively, another indicator that the tank is still functioning properly. The specifications for the pump are also unknown, other than it is

submersible. An accessible check valve is installed on the line after the pump to waste seen in photograph 7. There is an adequate pump-to-waste with a secure cap in place. The distribution consists of galvanized steel piping that is being replaced with PVC when repairs are made. The main line size is 1.5 inches. All valves are exercised at least once every quarter. There are no fire hydrants or flushing hydrants in the water system. There has been freezing within the water system, but not in the main lines. Homeowners are responsible for where they connect on the main to their home. The system was designed for seasonal use and the main lines and service connections' depth are unknown, but likely buried less than 5 feet.

The pump house does not have an installed lock on the door, this is deemed a significant deficiency. Mrs. McCarty mentioned that the system has troubles with individuals cutting the locks, however, the locks will deter some individuals, and prevent unauthorized access into the pump house. The pump vault must also be kept secure with a lock as a deterrent to minimize any potential damage or contamination to the water system components. This significant deficiency is identified in photograph 5. It is recommended to install a locking well cap or a fence surrounding the well for the same reason. The pump house is not equipped with any lighting, a source of light should be provided for repairs and safety. The overall condition of the pump house was clean and in good repair. There was pooling water in the pump vault which creates a potential health hazard and could damage any electrical wires and cause corrosion shown in photograph 6. This has been deemed a significant deficiency, and a floor drain, or sump pump must be installed. All threaded taps will also require the installation of a backflow prevention device. Previous sanitary surveys mentioned an uninstalled flow meter in the pump vault, this has been removed and there was no flowmeter installed. There is a safety concern for the operator with the ladder being used to enter the pump vault missing a rung. There have not been any reported issues with freezing in the pump house, there was not a heater or installation present at the time of the inspection.

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from the same location each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted it





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must be followed when collecting samples or they may be deemed non-compliant. Samples were collected for all 4 quarters of 2022, with no violations within the last 5 years. The annual nitrate sample has already been collected for 2022 as well.

The subdivision is up to date with the annual state drinking water fee. Homeowners are charged a \$280 drinking water fee set by the Public Utilities Commission. These fees cover system maintenance, repairs, and collection of compliance samples. There is not a current map of the distribution nor an overall operations and maintenance manual. Overall, the system appears to be in working condition and is operated with funds and personnel to provide maintenance and provide reliability.



## Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

**Note:** *Samples are only being collected from 4043 Kickapoo since 2Q20. Samples must be taken from different locations each quarter to get an adequate representation of the whole distribution. A site sampling plan must be submitted by 12/31/2022.*

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by **12/31/2022.**

### Corrective Action Plan

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval



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**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

**Note:** *There is not a current site sampling plan in place. A site sampling plan must be submitted by 12/31/2022.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by 12/31/2022.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval

I certify, to the best of my knowledge that all significant deficiencies have been corrected by the agreed upon date and that the corrective action meets the requirements pursuant to IDAPA 58.01.08.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.

### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability. Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.



# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving  $\leq 3,300$  people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

**Sources of Water:**  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s): well tag #, name, spring name, intake source	Source Type GW-ground water, SP-spring, SW-surface water, GU-ground water under the influence of SW, P-purchase water from other system	Usage P-permanent (full/time), E-emergency (not planned for use), I-interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

**Manifold:** List sources that combine before distribution

**Disinfection Treatment Installed/Using:**  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature: \_\_\_\_\_ Date:



**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)	
Q U A R T E R	January	1.	U D	
		2.	U D	
		3.	U D	
	February	1.	U D	
		2.	U D	
		3.	U D	
	March	1.	U D	
		2.	U D	
		3.	U D	
	2nd Q U A R T E R	April	1.	U D
			2.	U D
			3.	U D
May		1.	U D	
		2.	U D	
		3.	U D	
June	1.	U D		
	2.	U D		
	3.	U D		

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
3rd Q U A R T E R	July	1.	U
			D
		2.	U
			D
		3.	U
			D
	August	1.	U
			D
		2.	U
			D
		3.	U
			D
September		1.	U
			D
		2.	U
		D	
	3.	U	
		D	
4th Q U A R T E R	October	1.	U
			D
		2.	U
			D
		3.	U
			D
	November	1.	U
			D
		2.	U
			D
		3.	U
			D
December	1.	U	
		D	
	2.	U	
		D	
	3.	U	
		D	

Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

**Other considerations:**

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Shotgun North Public Water System No. 7220065 -- Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Shotgun North public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 19, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 6, 21, and 22 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) to discuss these violations and required corrective actions.



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



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Idaho Falls, ID 83402

Brad Little, Governor  
Jesse Byrne, Director

quarter. There are no fire hydrants or flushing hydrants in the water system. None of the system connections are metered. There has been freezing within the water system, but not in the main lines. Homeowners are responsible for where they connect on the main to their home. The system was designed for seasonal use and the main lines and service connections' depth are unknown, but likely buried less than 5 feet. A pressure reading from the distribution was taken from 3524 Savage Road, and displayed 65 psi, shown in photograph 15.

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from the same location each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted it must be followed when collecting samples or they may be deemed non-compliant. Samples were collected for all 4 quarters of 2022, with no violations within the last 5 years. The annual nitrate sample has already been collected for 2022 as well.

The subdivision is up to date with the annual state drinking water fee. Homeowners are charged a \$280 drinking water fee set by the Public Utilities Commission. These fees cover system maintenance, repairs, and collection of compliance samples. There is not a current map of the distribution nor an overall operations and maintenance manual.

All planned corrective actions will need to be submitted to DEQ by December 19, 2022.



### Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

**Note:** Samples are only being collected from 4043 Kickapoo since 2QT20. Samples must be taken from different locations each quarter to get an adequate representation of the whole distribution. A site sampling plan must be submitted by 12/31/2022.

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by 12/31/2022.

#### Corrective Action Plan

Planned Completion Date: 12/31/2022

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_

Corrective action(s) taken: Plan template must be submitted to DEQ for approval





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Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

**Note:** *There is not a current site sampling plan in place. A site sampling plan must be submitted by 12/31/2022.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by **12/31/2022**.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.

### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability. Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.



# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving  $\leq 3,300$  people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

Sources of Water:  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s) well tag #, name, spring name, intake source	Source Type GW—ground water, SP—spring, SW—surface water, GU—ground water under the influence of SW, P—purchase water from other system	Usage P—permanent (full/time), E—emergency (not planned for use), I—interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

Manifold: List sources that combine before distribution

Disinfection Treatment Installed/Using:  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature: \_\_\_\_\_ Date:

**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
Q U A R T E R	January	1.	U
			D
		2.	U
			D
	1st	3.	U
			D
	February	1.	U
			D
2.		U	
		D	
March	3.	U	
		D	
April	1.	U	
		D	
	2.	U	
		D	
2nd	3.	U	
		D	
May	1.	U	
		D	
	2.	U	
		D	
3rd	3.	U	
		D	
June	1.	U	
		D	
	2.	U	
		D	
July	3.	U	
		D	

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)	
3rd Q U A R T E R	July	1.	U D	
		2.	U D	
		3.	U D	
		August	1.	U D
			2.	U D
			3.	U D
	September	1.	U D	
		2.	U D	
		3.	U D	
		October	1.	U D
			2.	U D
			3.	U D
November	1.		U D	
	2.		U D	
	3.		U D	
	December	1.	U D	
		2.	U D	
		3.	U D	

Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

**Other considerations:**

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).





**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Shotgun South Stevens Lane Water System No. 7220066 -- Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Shotgun South Stevens Lane public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 19, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 4, 11, and 12 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) to discuss these violations and required corrective actions.



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelsey Carter'.

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



where potential contaminants can be drawn back into the system. At the time the well was drilled, the static water level was measured at 11 feet.

The pump vault contains a single pressure tank. It is presently below ground level which not in compliance with the drinking water rules, However, a sump pump is present and actively removes water from the pump vault. The pressure tank is a Well-X-Trol model WX-302 with a capacity of 86 gallons. The pressure tank was manufactured in April of 2006 and installed soon after, shown in photograph 5. The pressure gauge in the pump house read 42 psi at the time the inspection was conducted seen in photograph 7. A distribution reading was taken from the frost-free hydrant closest to the well and it only read 37 psi, as shown in photograph 10. A minimum of 40 psi is required to be maintained in the distribution; this has been identified as a significant deficiency. The pump is a single horsepower submersible type, with the brand and set points being unknown. An accessible check valve is installed as well as a flowmeter. The flowmeter displayed 4,467,720 gallons, displayed in photograph 6. There is a threaded tap located in the pump house that is not protected with a backflow prevention device, which has been deemed a significant deficiency. This significant deficiency is shown in photograph 8. There is an adequate pump-to-waste with a secure cap in place and isolation valves.

The distribution consists of galvanized steel piping that is being replaced with PVC when repairs are made. The main line size is 1.5 inches. All valves are exercised at least once every quarter. There are no fire hydrants or flushing hydrants in the water system. There has been freezing within the water system, but not in the main lines. Homeowners are responsible for where they connect on the main to their home. The system was designed for seasonal use and the main lines and service connections' depth are unknown, but likely buried less than 5 feet.

The pump vault does not have an installed lock on the door, this is deemed a significant deficiency. Mrs. McCarty mentioned that the system has troubles with individuals cutting the locks, however, the locks will deter some individuals, and prevent unauthorized access into the pump house. The pump vault must also be kept secure with a lock as a deterrent to minimize any potential damage or contamination to the water system components. The pump vault is not equipped with any lighting, a source of light should be provided for repairs and safety. The overall condition of the pump house was clean and in good condition shown in photograph 4. There were no signs of excessive heat or moisture.

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from the same location each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted it must be followed when collecting samples or they may be deemed non-compliant. Samples



### Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

**Note:** *Samples are only being collected from 4043 Kickapoo since 2Q20. Samples must be taken from different locations each quarter to get an adequate representation of the whole distribution. A site sampling plan must be submitted by 12/31/2022.*

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by **12/31/2022.**

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval



STATE OF IDAHO  
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900 N Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jesse Byrne, Director

**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

***Note:** There is not a current site sampling plan in place. A site sampling plan must be submitted by 12/31/2022.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by **12/31/2022**.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.

Corrective action(s) taken: Plan template must be submitted to DEQ for approval

**I certify, to the best of my knowledge that all significant deficiencies have been corrected by the agreed upon date and that the corrective action meets the requirements pursuant to IDAPA 58.01.08.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.

### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability. Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.





# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving  $\leq 3,300$  people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

Sources of Water:  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s) well tag #, name, spring name, intake source	Source Type GW--ground water, SP--spring, SW--surface water, GL--ground water under the influence of SW, P--purchase water from other system	Usage P--permanent (full/time), E--emergency (not planned for use), I--interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

Manifold: List sources that combine before distribution

Disinfection Treatment Installed/Using:  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature:  Date:

**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)	
Q U A R T E R	1st January	1.	U D	
		2.	U D	
		3.	U D	
	February	1.	U D	
		2.	U D	
		3.	U D	
	March	1.	U D	
		2.	U D	
		3.	U D	
	2nd Q U A R T E R	April	1.	U D
			2.	U D
			3.	U D
May		1.	U D	
		2.	U D	
		3.	U D	
June	1.	U D		
	2.	U D		
	3.	U D		

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
3rd Q U A R T E R	July	1.	U
			D
		2.	U
			D
		3.	U
			D
	August	1.	U
			D
		2.	U
			D
		3.	U
			D
September		1.	U
			D
		2.	U
		D	
	3.	U	
		D	
4th Q U A R T E R	October	1.	U
			D
		2.	U
			D
		3.	U
			D
	November	1.	U
			D
		2.	U
			D
		3.	U
			D
December	1.	U	
		D	
	2.	U	
		D	
	3.	U	
		D	

Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

Other considerations:

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID 83402

Brad Little, Governor  
Jess Byrne, Director

January 5, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Valley View Subdivision Public Water System No. 7220156 -- Violation for Failing to Address Significant Deficiencies**

Department of Environmental Quality (DEQ) records indicate the Valley View Subdivision public water system has accrued one or more violations of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08. Specifically, the owner(s) of the water system has failed to address the following significant deficiencies identified in the October 20, 2022, sanitary survey:

- Question #28: Do all the Sample Siting Plan(s) meet the minimum requirements? No.
- Questions #29: Are samples being taken in accordance with the Sample Siting Plan(s)? No.

Pages 6, 25, and 26 of the Sanitary Survey Report sent to you on November 16, 2022, stated Site Sampling Plans must be submitted to DEQ for approval by December 31, 2022. This was also discussed in the sanitary survey inspection when it was discovered that samples were not being taken from different locations and did not represent the entire distribution system. The date was required to ensure samples collected in the first quarter of 2023 were in accordance with the approved Site Sampling Plan. Your water system will remain out of compliance until the significant deficiencies are corrected. Failure to correct these violations or additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of your public water system and further enforcement actions, which may include a Notice of Violation with monetary penalties.

As a result of this violation, public notification is required. Please complete the following:

- Within 30 days of receipt of this letter, provide Tier 2 public notification to all customers.
- Within 10 days of the posting or delivery, provide a copy of the notification and certification form to DEQ.

Sample public notification and certification templates are available by choosing the Tier 2 selection on DEQ's Drinking Water Switchboard: <http://www2.deq.idaho.gov/water/PublicNotificationTemplates/>.

Please contact me at (208) 528-2650 or at [Kelsey.carter@deg.idaho.gov](mailto:Kelsey.carter@deg.idaho.gov) to discuss these violations and required corrective actions.



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

- c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
John Kruck, Idaho Public Utilities Commission, [John.Kruck@puc.idaho.gov](mailto:John.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



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Jess Byrne, Director

accessible check valve installed in the West Well pump vault. A check valve will need to be installed between the pump and the first isolation valve to protect the source from contaminants. There is not adequate heating or insulation in the West Well pump vault, to prevent freezing and ensure efficient operation. DEQ is aware of main lines freezing and breaking during the beginning of 2022. These mains have been repaired according to the PWS owner.

There is currently a significant main line leak that has made its way to the surface, shown in photograph 8. The main line break is within 100 feet of the East Well and has the potential to impact the two pump vaults. Water main breaks are major sources of contamination and must be fixed as soon as possible. If the main line is not repaired in a timely manner freezing will also be an issue. The main line leak is likely impacting pressure throughout the distribution. During the sanitary survey, a pressure reading was taken from a home near the West Well and displayed 32 psi. Low pressure is a significant deficiency that will need to be addressed. The PWS was constructed and has been modified after 7/1/1985 and is not able to maintain a minimum pressure of 40 psi throughout the distribution system during peak hour demand conditions. The reading was collected during a low demand when few residents were there. There is a booster station on Rees Drive that was inaccessible at the time the sanitary survey was conducted. Information about the booster station is all unknown and plans and specs have never been submitted to DEQ. The next time the operator is in the booster station they are to collect data and take pictures to be given to DEQ. Based on the original plans submitted to DEQ there is a dead-end main located on Valley Drive. This will need to be flushed semi-annually to avoid stagnant water-related issues. All valves are exercised at least once every quarter. There are no fire hydrants or flushing hydrants in the water system. None of the system connections are metered. There has been freezing within the water system, but not in the main lines. Homeowners are responsible for where they connect on the main to their home. The system was designed for seasonal use and the main lines and service connections' depth are unknown, but likely buried less than 5 feet.

A site sampling plan will be required to be submitted to DEQ by the end of the year. Currently, samples are only being collected from 4129 Herring Drive each quarter. Samples should represent the entire water system and each quarter bacteria samples must be collected from a different location, with backup locations identified. Once the site sampling plan is submitted, it must be followed when collecting samples or they may be deemed non-compliant. Samples were collected for all 4 quarters of 2022, with no violations within the last 5 years. The annual nitrate sample has already been collected for 2022 as well.

The subdivision is up to date with the annual state drinking water fee. Homeowners are charged a \$280 drinking water fee set by the Public Utilities Commission. These fees cover





### Financial/Managerial Capacity

**Question #28-** Do all Sample Siting Plan(s) meet the minimum requirements? No.

**Note:** *The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.*

The system owner does not have a current written sample siting plan that meets RTCR requirements (40 CFR 141.853.a). An RTCR sample siting plan needs to be developed and/or implemented.

*A sample siting plan is designed to specify where in the distribution system samples will be drawn to ensure they are representative of the water system.*

Submit planned completion dates to DEQ by 12/31/2022.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.



**STATE OF IDAHO**  
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ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

**Question #29-** Are samples being taken in accordance with the Sample Siting Plan(s)? No.

**Note:** *Samples are only being taken from 4129 Herring Drive and do not adequately represent the entire system.*

RTCR monitoring samples are not being taken in accordance with the approved sample siting plan (40 CFR 141.853.a).

*Samples not taken in accordance with a sample siting plan, may not be representative of the distribution system resulting in the water system not receiving credit for sampling.*

Submit planned completion dates to DEQ by **12/31/2022**.

**Corrective Action Plan**

Planned Completion Date: **12/31/2022**

Actual Completion Date: \_\_\_\_\_, Initials: \_\_\_\_\_.



## RTCR Sample Instructions

### Selecting Sample Locations

Contaminants like coliform bacteria may not be uniformly distributed, so it is critical that the location(s) selected provide samples that are most representative of the water served to customers in the PWS's entire distribution system. It is especially important to identify and include in the sample siting plan those features of the system that may affect the microbiological quality of the water. **PWSs should consider varying sample site locations throughout the year to better characterize water quality throughout the distribution system.**

When selecting sample locations, PWSs should consider:

- Sites that best represent water served to customers throughout the distribution system;
- Proximity to main transmission lines, pressure zones and storage tanks;
- Locations of dead-end pipes, loops and other areas of the piping system's configuration;
- Pressure zones that are upstream and downstream of all storage tanks;
- Cross-connection hazards;
- Seasonal customers or locations with inconsistent water use;
- Areas of the distribution system delivering water from different sources;
- Areas of the distribution system with longer retention times; and
- Areas of the distribution system with low water pressure and slow water movement.

Generally, sample locations should be:

- At a mid-distribution system point;
- Not on the transmission lines (e.g., the distribution system's largest pipes);
- Directly after the storage tanks, specifically for tanks with direct or flow through design (e.g., separate pipe for inlet and outlet); and
- Multipurpose sample locations.
  - If consistent with each rule, sample locations can be used for compliance with multiple drinking water regulations. For example, compliance monitoring for Total Trihalomethane and Haloacetic Acid under the Disinfectants and Disinfection Byproduct Rules.

### **Repeat Sample Actions**

Within 24 hours (unless an extension is granted by the primacy agency) of notification of a total coliform-positive (TC+) sample result, a PWS must:

- Collect 3 repeat samples for each TC+ routine sample, even if a Level 1 or Level 2 Assessment is triggered.
- Continue collecting a set of 3 repeat samples until, either TC is not detected in one complete set or the system triggers a Level 1 or Level 2 Assessment.

PWS's must collect at least 3 repeat samples at the locations described in their sample siting plan that include:

- One (1) at the same sample tap where the original TC+ sample occurred,
- One (1) at a tap within five (5) service connections upstream of the original TC+ site, and
- One (1) at a tap within five (5) service connections downstream of the original TC+ site.

### **Selecting Sampling Taps**

Faucets and specially installed sampling taps are the two most common types of sampling sites. If faucets are to be used, each faucet should be examined carefully to ensure its suitability. Some examples of potentially unsuitable faucets are:

- Swivel-type faucets because they are difficult to disinfect;
- Faucets with a single valve for hot and cold water;
- Faucets or taps with leaky packing material around the stem;
- Faucets that supply areas, such as janitorial or commercial sinks, where bacterial contamination is likely;
- Faucets or taps close to or below ground level;
- Faucets that point upward;
- Faucets that have threads on the inside of their spouts because they are difficult to disinfect;
- Outdoor faucets; and
- Faucets with aerators because they may harbor bacteria. If such faucets are used, it is recommended that the aerator should be removed before a sample is collected and disinfected before replacing it.



# Total Coliform Sample Siting Plan for Small Systems

This form is intended to assist public water system (PWS) owners and operators with developing a total coliform sample siting plan. This form is designed for systems taking three samples each month or each quarter (serving  $\leq 3,300$  people). Using this form is optional. However, all public water system are required to have a written sample siting plan in accordance with the "Idaho Rules for Public Water Systems" (IDAPA 58.01.08.100.01).

## Part 1. General System Information

PWSID:  PWS Name:

Mailing Address:

PWS Contact Name:

E-mail:  Phone:

Emergency Contact Name:

E-mail:  Phone:

PWS Type:  Community (CWS)  Nontransient noncommunity (NTNC)  Noncommunity transient (NCT)

Noncommunity Seasonal System:  No  Yes\* If yes, season open:  close:

\* Seasonal systems are required to perform annual start-up procedures prior to opening for the season unless exempted in writing.

Sources of Water:  
Identify sources of drinking water and attach additional sheets as necessary.

Source/Facility ID Name of drinking water source(s): well tag #, name, spring name, intake source	Source Type GW--ground water, SP--spring, SW--surface water, GU--ground water under the influence of SW, P--purchase water from other system	Usage P--permanent (full/time), E--emergency (not planned for use), I--interim to meet peak demand	4-log Virus Inactivation* Source has continuous disinfection to provide 4-log virus inactivation
1.			<input type="radio"/> Yes <input type="radio"/> No
2.			<input type="radio"/> Yes <input type="radio"/> No
3.			<input type="radio"/> Yes <input type="radio"/> No
4.			<input type="radio"/> Yes <input type="radio"/> No

\*4-log virus inactivation: Triggered source water monitoring for the Ground Water Rule following a routine total coliform positive sample is required when a system using ground water does not have 4-log virus inactivation for all ground water sources.

Manifold: List sources that combine before distribution

Disinfection Treatment Installed/Using:  None  Chlorine  Chloramination  Chlorine dioxide  Ozone (check all that apply)

Owner/Operator Name:  Phone:

Signature: \_\_\_\_\_ Date:

**Part 2. Sampling Location Information**

This section identifies sampling locations for routine and repeat total coliform (TC) samples. This form is designed for systems taking up to 3 routine TC samples per month. Please identify the sample sites by address or dedicated sample point name and location type when applicable (i.e., kitchen faucet). Three repeat samples are required for each routine TC positive result. One repeat is to be taken at the routine location that was TC positive, one repeat is to be taken within 5 connections upstream of the routine TC positive location, and one repeat is to be taken within 5 connections downstream of the routine TC positive location. Seasonal systems on quarterly monitoring must identify the month of highest use or the most vulnerable month in each quarter (such as the month with the most rainfall).

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)
Q U A R T E R	January	1.	U
			D
		2.	U
	1st		D
		3.	U
			D
	February	1.	U
			D
		2.	U
	Q U A R T E R		D
		3.	U
			D
March	1.	U	
		D	
	2.	U	
Q U A R T E R		D	
	3.	U	
		D	
April	1.	U	
		D	
	2.	U	
2nd		D	
	3.	U	
		D	
Q U A R T E R	May	1.	U
			D
		2.	U
Q U A R T E R		D	
	3.	U	
		D	
June	1.	U	
		D	
	2.	U	
Q U A R T E R		D	
	3.	U	
		D	

	Month	Routine Sample Location (address, sample station name)	Repeat sample locations (U = within 5 connections upstream from routine, D = within 5 connections downstream from routine)	
3rd Q U A R T E R	July	1.	U D	
		2.	U D	
		3.	U D	
	August	1.	U D	
		2.	U D	
		3.	U D	
		September	1.	U D
			2.	U D
			3.	U D
	4th Q U A R T E R	October	1.	U D
			2.	U D
			3.	U D
November		1.	U D	
		2.	U D	
		3.	U D	
December		1.	U D	
		2.	U D	
		3.	U D	



Most public water system owners or operators are not required to submit total coliform sample siting plans. The following circumstances require submittal and approval of your sample siting plan by your local field office:

- Owners and operators who wish to propose alternative fixed sample sites or criteria for selecting sites based on situational information. This information needs to be written into a standard operating procedure as part of the plan.
- Operators or owners of seasonal systems using only ground water and on monthly monitoring that qualify for and wish to take quarterly samples.

Other considerations:

- Attach a schematic of the distribution system with locations marked for sample sites and other relevant water system information such as wells, storage tanks, booster stations, etc.
- Ensure the entire distribution system is represented when identifying sampling locations.
- If there are two or more distribution systems and those distribution systems are not interconnected, please ensure samples are taken from each distribution system during each compliance period (month or quarter).
- If a routine sampling location is at the end of the distribution system or one service connection away from the end of the distribution system, identify an alternative upstream or downstream sampling location from that routine location.
- Repeat samples must be collected within 24 hours of being notified of a routine positive sample result and must be taken the same day at different sites. However, if there is only one sampling location, such as with a campground, please identify whether you will take one repeat total coliform sample per day for three consecutive days or a larger sample size (300 mL) on one day.
- Public water systems that use only ground water and do not provide 4-log virus inactivation are required to take triggered source water samples after a routine total coliform positive sample result. The samples must be taken from each source active at the time the routine sample was taken and must be taken before any treatment (raw water).



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR ASPEN RIDGE SUBDIVISION – PWS# ID7220007**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Aspen Ridge Subdivision for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
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Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR GOOSE BAY ESTATES SUBDIVISION – PWS# ID7220030**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Goose Bay Estates Subdivision for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
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Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR SHOTGUN CHEROKEE 5 SUBDIVISION – PWS# ID7220063**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Shotgun Cherokee Subdivision 5 for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

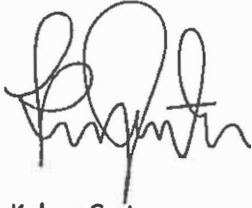
For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
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Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
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Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR SHOTGUN KICKAPOO SUBDIVISION 6 – PWS# ID7220064**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Shotgun Kickapoo Subdivision 6 for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

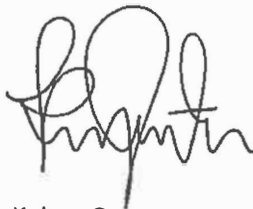
For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR SHOTGUN NORTH – PWS# ID7220065**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Shotgun North for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need assistance.

Sincerely,

A handwritten signature in black ink, appearing to be "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
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March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR SHOTGUN SOUTH STEVENS LANE – PWS# ID7220066**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Shotgun South Stevens Lane for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

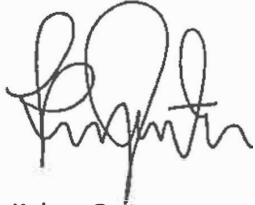
For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [kelsey.Carter@deg.idaho.gov](mailto:kelsey.Carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
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Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
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900 N. Skyline Drive, Suite B  
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor  
Jess Byrne, Director

March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform for Valley View Subdivision PWS# ID7220156**

This letter is to notify you that our records indicate that your public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to take the required routine total coliform sample for February 2023 from the distribution of Well #1 and Well #2.

Due to this violation, you are required to provide Tier 3 public notification (PN) to your water users as soon as practical but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. If your public water system is required to provide an annual Consumer Confidence Report (CCR), you may include this violation in the CCR if it is delivered within 12 months of the violation.

A copy of the PN is required to be maintained for your records. You must send a copy of the notice and a certification form that you have met all the public notification requirements to your local regulating agency within ten days after posting the public notification.

Please feel free to contact me at (208) 528-2650 or at [kelsey.carter@deg.idaho.gov](mailto:kelsey.carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ



Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
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Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Failure to Monitor Violation for Routine Total Coliform for Valley View Subdivision PWS# ID7220156**

This letter is to notify you that our records indicate that your public water system is in violation of the Idaho Rules of Public Drinking Water Systems, IDAPA 58.01.08.100.01 for the failure to take the required routine total coliform sample for February 2023 from the distribution of Well #3.

Due to this violation, you are required to provide Tier 3 public notification (PN) to your water users as soon as practical but no later than one year from this notification in accordance with the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150.02. PN templates can be found on DEQ's Public Water System Switchboard at: <http://www.deq.idaho.gov/pws-switchboard>. If your public water system is required to provide an annual Consumer Confidence Report (CCR), you may include this violation in the CCR if it is delivered within 12 months of the violation.

A copy of the PN is required to be maintained for your records. You must send a copy of the notice and a certification form that you have met all the public notification requirements to your local regulating agency within ten days after posting the public notification.

Please feel free to contact me at (208) 528-2650 or at [kelsey.carter@deg.idaho.gov](mailto:kelsey.carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
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Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
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Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE PROPER TIER 1 PUBLIC NOTIFICATION FOR VALLEY VIEW SUBDIVISION – PWS# ID7220156**

Dear Dorothy,

This letter is to notify Island Park Water Company of receiving a violation for failing to provide proper Tier 1 public notification for the Boil Order in Valley View Subdivision. Public notification is required to have mandatory language as required by 40 CFR 141. In any notice, you must leave the mandatory language unchanged. This information was provided to Island Park Water Company by DEQ staff prior to sending the public notification out to water users on February 23, 2023, at DEQ Idaho Falls Regional Office.

The Public Notification Rule (PN) is part of the Safe Drinking Water Act. The rule ensures that consumers will know if there is a problem with their drinking water. These notices alert consumers if there is a risk to public health. They also notify customers:

- if the water does not meet drinking water standards
- if the water system fails to test its water

Public water systems must notify their customers when:

- they violate EPA or state drinking water regulations (including monitoring requirements), or
- they provide drinking water that may pose a risk to consumers' health.

Unfortunately, water quality can sometimes change. Despite the efforts of water suppliers, problems with drinking water can and do occur. When problems arise, consumers have a right to know what happened and what they need to do. The public notice requirements of the Safe Drinking Water Act require water suppliers to provide this notice.

**EPA sets strict requirements on the form, manner, content, and frequency of public notices.**

*There are 10 required elements in a public notice. Notices must contain:*

1. A description of the violation that occurred, including the contaminant(s) of concern, and the contaminant level(s);
2. When the violation or situation occurred;
3. The potential health effects (including standard required language);
4. The population at risk, including subpopulations vulnerable if exposed to the contaminant in their drinking water;
5. Whether alternate water supplies need to be used;

6. What the water system is doing to correct the problem;
7. Actions consumers can take;
8. When the system expects a resolution to the problem;
9. How to contact the water system for more information; and
10. Language encouraging the broader distribution of the notice.

Tier 1 public notification is required to be distributed Any time a situation occurs where there is the potential for human health to be immediately impacted, water suppliers have 24 hours to notify people who may drink the water about the situation. Water suppliers must use media outlets such as television, radio, and newspapers, post their notice in public places, personally deliver a notice to their customers, or an alternative method approved by the primacy agency.

DEQ staff also recommended removing the provided cover letter for accusatory language and false information. Instead, the cover letter was modified, and contained that water was, "safe for human consumption". This is incorrect information and Island Park Water Company has not taken the proper corrective actions to have the boil order removed. This is a violation of the Safe Drinking Water Act. The public notification posted in Island Park News does not match the approved DEQ template that was required to be used. A corrected public notification has been sent to Island Park News on IPWC's behalf to provide water users with the correct information.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deg.idaho.gov](mailto:Kelsey.Carter@deg.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthame, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hect, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE SIGNED CERTIFICATION OF TIER 1 PUBLIC NOTIFICATION FOR VALLEY VIEW SUBDIVISION – PWS# ID7220156**

Dear Dorothy,

This letter is to notify Island Park Water Company of receiving a violation of Idaho Rules for Public Drinking Water Systems for failure to provide a signed certification form for Tier 1 public notification. Certification forms and a copy of the public notice are required to be submitted to the department within 10 days of posting the notice. The public notification was sent out on February 23, 2023, and the department has not received a copy of the public notification or a signed certification letter. When a corrected public notification has been issued by Island Park Water Company please send a copy and a signed certification form to the department. Until that time Valley View Subdivision will remain in violation of Idaho Rules for Public Drinking Water Systems.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
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Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)

Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





March 6, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 2 PUBLIC NOTIFICATION FOR VALLEY VIEW SUBDIVISION – PWS# ID7220156**

Dear Dorothy,

Records maintained by the Department of Environmental Quality indicate that the Island Park Water Company failed to provide the Tier 2 public notification that should have been provided to your customers in Valley View Subdivision for violation(s) of the Idaho Rules for Public Drinking Water Systems, IDAPA 58.01.08.150. Specifically, public notification was not provided for the following violation(s):

- Failure to provide PN for Failure to Address Significant Deficiencies.

Island Park Water Company submitted documentation protesting this requirement, but public notification is required by Idaho Rules for Public Drinking Water Systems to inform water users of violations with their water system. A copy of the notice was required to be submitted to this office within ten (10) days of publication.

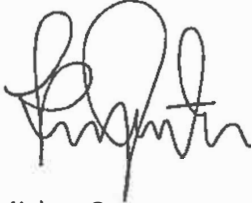
For the above-referenced violation(s), the water system was required to provide Tier 2 public notification to the water users within thirty (30) days of the date of violation. Appropriate public notification templates are available from the Idaho Department of Environmental Quality's public switchboard under "Forms/Information" at: [www.deq.idaho.gov/pws-switchboard](http://www.deq.idaho.gov/pws-switchboard). Mandatory language is required to be used in the public notification document and cannot be altered. DEQ previously supplied you with the correct Tier 2 public notification documents on January 07, 2023, that were never sent to homeowners.

To resolve this matter, the water system will need to provide notification to the water users as required. If you do not publish the notification, our office may issue the notice and bill you for associated expenses. A copy of the notice must be submitted to this office within ten (10) days of publication.

Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
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Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)

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2650



Brad Little, Governor  
Jess Byrne, Director

February 23, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO SUBMIT OPERATION AND MAINTENANCE MANUAL FOR VALLEY VIEW  
SUBDIVISION - PWS #7220156**

Dear Dorothy,

This letter is to notify you that our records indicate that your public water system is in violation of Idaho Rules for Drink Water Systems, [IDAPA 58.01.08.501.12](#) Facility and Design Standards: General Requirements for Public Drinking Water Systems. This violation is for failure to provide an operation and maintenance manual (O&M) following the total pressure loss event in Valley View Subdivision in December of 2022. The deadline for submittal was Monday, February 13, 2023.

*[IDAPA 58.01.08.501.12](#): A new or updated operation and maintenance manual that addresses all water system facilities shall be submitted to the Department for review and approval prior to start-up of the new or materially modified public water system unless the same system components are already covered in an existing operation and maintenance manual. For existing systems with continual operational problems as determined by the Department, the Department may require that an operation and maintenance manual be submitted to the Department for review and approval. The operator shall ensure that the system is operated in accordance with the approved operation and maintenance manual.*

In order to rectify this violation an Operation and Maintenance Manual must be submitted and approved by the Department. Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action by this Department.

If you have any questions, need clarification, or assistance, please feel free to contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter

Drinking Water Analyst  
Idaho Falls Regional Office

- C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
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Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



February 24, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO SUBMIT OPERATIONS PLAN FOR DEPRESSURIZATION EVENTS FOR VALLEY VIEW SUBDIVISION - PWS #7220156**

Dear Dorothy,

This letter is to notify you that our records indicate that your public water system is in violation of Idaho Rules for Drink Water Systems, [IDAPA 58.01.08.501.12](#) Facility and Design Standards: General Requirements for Public Drinking Water Systems. This violation is for failure to provide an Operation Plan for Depressurization Events following the total pressure loss event in Valley View Subdivision in December of 2022. The deadline for submittal was Monday, February 13, 2023.

The Operations Plan is part of an Operation and Maintenance manual. A project specific operation and maintenance manual must be provided as required in Subsection 501.12. See definition of Operation and Maintenance Manual in Section 003 for the typical contents of an operation and maintenance manual and the included operations plan.

During unplanned or emergency situations, when water pressure within the system is known to have fallen below twenty (20) psi, the water supplier must notify the Department, provide public notice to the affected customers within twenty-four (24) hours, and disinfect or flush the system as appropriate. When sampling and corrective procedures have been conducted and after determination by the Department that the water is safe, the water supplier may re-notify the affected customers that the water is safe for consumption. The water supplier must notify the affected customers if the water is not safe for consumption. During planned maintenance or repair situations, when water pressure within the system is expected to fall below twenty (20) psi, the water supplier must provide public notice to the affected customers prior to the planned maintenance or repair activity and must ensure that the water is safe for consumption. If an initial investigation by the water supplier fails to discover the causes of inadequate or excessive pressure, the Department may require the water supplier to conduct a local pressure monitoring study to diagnose and correct pressure problems. Valley View Subdivision's public

water systems must maintain a minimum pressure of forty (40) psi throughout the distribution system

In order to rectify this violation an Operations Plan for depressurization events in Valley View Subdivision must be submitted and approved by the Department. Additional violations of the Idaho Rules for Public Drinking Water Systems may result in disapproval of the water system and formal enforcement action by this Department.

If you have any questions, need clarification, or assistance, please feel free to contact me Monday-Friday 8:00 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlin Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





February 22, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: FAILURE TO PROVIDE TIER 1 PUBLIC NOTICE TO ALL USERS IN VALLEY VIEW SUBDIVISION  
– PWS #ID7220156**

Dear Dorothy,

The Department of Environmental Quality (DEQ) has been informed not all homeowners received the Tier 1 Public Notification in Valley View Subdivision as required of Island Park Water Company (IPWC). A Tier 1 Public Notification Boil Order should have been provided to all customers within 24 hours of receiving a loss of pressure violation on Thursday, January 5, 2023 per [IDAPA 58.01.08.552.01.b.ii.1.](#)

The water supplier, IPWC, must notify all affected customers if the water is not safe for consumption. The signed certification letter dated January 06, 2023 by IPWC, stated Tier 1 Public Notification of a Boil Order was provided to all homeowners by text message, email, USPS mail delivery, and posted at the entrance of the subdivision. Homeowners report they have not been contacted by IPWC in any format. It is possible the sign at the entrance has been covered by drifting snow in the subdivision, which is why a minimum of two methods are required.

The signed certification letter also notes when billing customer they must be notified of any ongoing violations or situations for which notice has been provided. It is DEQ's understanding a copy of this Tier 1 Public Notification advising a Boil Order was not sent out with the billing statements received this week by customers.

IPWC will have twenty-four (24) hours from receiving this violation to issue Tier 1 Public Notification to ALL homeowners in Valley View Subdivision. Tier 1 Public Notification must be post marked by end of day tomorrow, February 23, 2023. Please provide documentation that copies have been mailed to all homeowners. IPWC will also need to contact all homeowners using a second method informing them of the continuous boil order. A certification letter will need to be resubmitted to DEQ within 10 days of issuing the Tier 1 Public Notification.

To protect public health, failing to provide Public Notice in 24 hours to all users of the water system, and any persons affected during the continued loss of pressure, will result in a violation



and DEQ issuing a Tier 1 Public Notification on your behalf. DEQ may bill you for this associated expense. Additional violations of the Idaho Rules for Public Drinking Water Systems may result in the disapproval of the water system and formal enforcement actions.

As a reminder, with continuous Public Notification, a Tier 1 Public Notice must be resubmitted to all user of the water system every quarter and a new certification form must be sent to DEQ. The Boil Order for Valley View Subdivision will remain in place until adequate pressure has been restored to all service connections and written notification is provided by the Department.

If you have any questions, need clarification, or assistance, please feel free to contact me Monday-Friday 7:30 am -4:30 pm at [Kelsey.carter@deq.idaho.gov](mailto:Kelsey.carter@deq.idaho.gov) or (208)528-2650

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

C: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
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Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



January 31, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Monitoring Schedule Change for Valley View Subdivision – PWS ID#7220156**

Dear Dorothy McCarty:

This letter is to inform you that the Public Water System (PWS) Valley View Subdivision has an updated monitoring schedule. Under the Revised Total Coliform Rule beginning April 1, 2016, the State must perform a special monitoring evaluation during each sanitary survey to review the status of the system, including the distribution system, to determine whether the system is on an appropriate monitoring schedule. After the State has performed the special monitoring evaluation after each sanitary survey, the State may modify the system's monitoring schedule, as necessary, or it may allow the system to stay on its existing monitoring schedule, consistent with the provisions of this section.

It has been brought to the Department's attention that several homes in Valley View Subdivision have been identified as being connected to Well #3 on Herring Drive. There is also the additional service connection of Henry's Lake Gas Station. DEQ will not be involved in the ownership of the well located on Herring Drive, this is a matter for civil court. It is DEQ's responsibility to ensure the water coming from Well #3 is safe for human consumption. Well #3 is located in the platted subdivision for Valley View on Lot 21. The property is documented with Fremont County as being owned by Valley View Ranches Incorporated. Homes connected to the distribution of Well #3 are also in the original subdivision plat as part of Valley View. There is no documentation of the distribution of Well #3 and the distribution of Well #1 and Well #2 being connected. During the recent depressurization event in Valley View, Well #3's delivery of pressurized water was not impacted. This is why it is imperative **DEQ receives current as-builts on the system from a licensed professional engineer in the State of Idaho by February 13, 2023.** Please confirm the licensed professional engineer Island Park Water Company will be working with and have them reach out to our office for a date extension.

Well #3 has been added to the inventory for Valley View Subdivision, with its own distribution. Valley View Subdivision will be defined as one public water system composed of three (3) groundwater sources and two (2) separate distributions. It is currently unclear if previous samples had been taken from Well #3's distribution or the distribution of Well #1 and Well #2. Due to this change in the system's configuration, and Island Park Water Company's claim of ownership of Well #3, there are changes to the monitoring schedule. The owner of the well must demonstrate to the Department's satisfaction that the well site conforms to the requirements of Subsections 510.01, 510.02, and Section 512, the well is constructed in a manner that is protective of public health, and that both the quantity and quality of water produced by the well meet public water system standards set forth in these rules.

Although Island Park Water Company continues to state Valley View Subdivision is a seasonal system, the system is a year-round public water system. The system does not shut down and depressurize in the winter months. Residents have access to and use the water year-round. There will be no changes to the dates the system is in operation. Operational dates will remain January 01 – December 31 every year. As a year-round Public Water System Island Park Water Company must supply residents with safe, potable water, with adequate pressure daily. Increased monitoring from both distributions will establish the quality of the water being produced from the three wells.

Beginning February 2023 Valley View Subdivision will be required to complete monthly total coliform monitoring from both distributions.

- One sample must be collected from the distribution of Well #1 (East) and Well #2 (West).
- One sample must be collected from the distribution of Well #3 (Herring).

A total of two bacteria compliance samples will be collected monthly from Valley View Subdivision. All samples must be analyzed by an Idaho Certified Drinking Water Laboratory. A list of certified laboratories is available on the Public Water System Switchboard.

Before December 31, 2023, a Nitrate and a Nitrite sample must be collected from each well's provided sample tap.

- Well #1 (East) Nitrate and Nitrite
- Well #2 (West) Nitrate and Nitrite
- Well #3 (Herring) Nitrate and Nitrite

After the collection of Nitrite samples from each well, Nitrite samples for the Public Water System will be reduced, pending the results.

Your monitoring schedule has been updated and can be viewed at any time on the Drinking Water Public Switchboard. I have attached a copy to this letter as well. After a period of 12 months, Island Park Water Company can request a return to quarterly monitoring under IDAPA 58.01.08.100.01.d if all the following requirements have been achieved:

- The system must have a completed sanitary survey, **or**
- A site visit (equivalent to a Level 2 assessment) by a qualified DEQ representative, **or**
- A voluntary Level 2 assessment by a party approved by DEQ, **and**
- Be free of sanitary deficiencies or defects, **and**
- Have a protected water source, **and**
- The system must have a clean compliance history as it pertains to the RTCR for a minimum of 12 months (i.e., no coliform monitoring violations, E. coli MCLs, or treatment technique violations).

Island Park Water Company must submit updated Sampling Site Plans for Valley View Subdivision to reflect the change to monthly monitoring. A sample siting plan will not be waived and is required by all Public Water Systems (40 CFR 141.853.a). A properly completed Sampling Site Plan must be submitted before Valley View's February compliance samples are collected. The Sample Site Plan must identify two locations each month, one from each distribution. Sample locations will be monitored to ensure each distribution is properly represented. There are known dead ends on the water system that must be sampled periodically throughout the year and identified on the Sampling Site Plan. It is strongly suggested Island Park Water Company contacts homeowners and makes them aware their address has been selected to allow proper access for compliance samples. Homeowners on the provided sampling site plan may be contacted by the Department to ensure they are complying with giving Island Park Water Company access to collect compliance samples.

DEQ staff are currently working on getting accurate population and service connection counts for Valley View Subdivision. Currently, the system is classified as a transient non-community system. A transient non-community system is defined by IDAPA as a non-community water system which does not regularly serve at least twenty-five (25) of the same persons over six (6) months per year. Reclassification of this Public Water System may occur based on data that is collected. It is our understanding that a number of residents live in Valley View Subdivision greater than 6 months of the year with several listing their homes in Valley View as their permanent address.

As a reminder, Island Park Water Company does not have the policing power to limit the number of residents that occupy a home. In addition, rental permits are issued by Fremont County and cannot be regulated by Island Park Water Company. Island Park Water Company is responsible for supplying water to all platted lots in Valley View Subdivision Division #1. Rental properties are not considered commercial use and must be supplied with water. In order for future lots to be sold as 'dry lots' an amendment to the subdivision plat would need to be completed and approved. All homeowners in Valley View Subdivision Division #1 have the right to be connected to the community well as the designed plans were approved by DEQ.

Please feel free to contact me at (208)528-2650 or at [Kelsey.Carter@deq.idaho.gov](mailto:Kelsey.Carter@deq.idaho.gov) if you have any questions or need assistance.

Sincerely,



Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
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Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)

# DEQ Public Drinking Water System Monitoring Schedule Report

Print Date: February 01, 2023

## 1D7220156 - VALLEY VIEW SUBDIVISION

Transient Noncommunity water system serving 40 people and 20 connections.

Regulated by: IDAHO FALLS REGIONAL OFFICE

The following schedules include monitoring periods between 1-1-2023 and 12-31-2023

### Schedules for Distribution System(s)

Code	Group/Analyte Name	Monitoring Frequency	Season Begin Date	Season End Date	Satisfied
3100	COLIFORM (TCF)	2 per MN	1/1	12/31	Monthly

### Schedules for tag#: 00000016014

Please Label Sampling Point/Location as: "WELL #1 EAST WELL"

Code	Group/Analyte Name	Monitoring Frequency	Season Begin Date	Season End Date	Satisfied
ZN02	NITRITE	1 per YR due between 01/01/2023 and 12/31/2023	n/a	n/a	NO
ZN03	NITRATE	1 per YR due between 01/01/2023 and 12/31/2023	n/a	n/a	NO

### Schedules for tag#: 00000001ss39

Please Label Sampling Point/Location as: "WELL #2 WEST WELL"

Code	Group/Analyte Name	Monitoring Frequency	Season Begin Date	Season End Date	Satisfied
ZN02	NITRITE	1 per YR due between 01/01/2023 and 12/31/2023	n/a	n/a	NO
ZN03	NITRATE	1 per YR due between 01/01/2023 and 12/31/2023	n/a	n/a	NO

### Schedules for tag#: 000000016192

Please Label Sampling Point/Location as: "WELL #3 HERRING"

Code	Group/Analyte Name	Monitoring Frequency	Season Begin Date	Season End Date	Satisfied
ZN02	NITRITE	1 per YR due between 01/01/2023 and 12/31/2023	n/a	n/a	NO
ZN03	NITRATE	1 per YR due between 01/01/2023 and 12/31/2023	n/a	n/a	NO

"\*FUTURE" in the "Satisfied" column indicates the sampling requirement begins sometime in the future. Sampling before the monitoring period begin date will not satisfy the requirement for the monitoring period.

"See CO" in the "Satisfied" column indicates the operator needs to contact his or her compliance officer (CO) to verify that samples have been taken and the schedule has been satisfied.

**IMPORTANT NOTICE:** This monitoring schedule is provided to you as a courtesy and is current as of February 01, 2023. Surface water systems and systems that are disinfecting have additional sampling that is not reflected in this monitoring schedule report. This monitoring schedule may be changed or modified as needed. This monitoring schedule does not show past unfulfilled schedules for which violations may exist. Please revisit the monitoring schedule tool and review the system's monitoring schedule prior to sampling to ensure compliance with the most current monitoring requirements. Contact your public water system regulatory agency if you have any questions.



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

January 04, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: Letter Request for Year-Round Quarterly Monitoring Requirements for Island Park Water Company**

Under the Revised Total Coliform Rule, all Public Water Systems (PWS) must continue to monitor according to a frequency specific to the PWS and a sample siting plan that is subject to state review. Site Sampling Plans for all Island Park Water Company were due December 31, 2022, as stated in the sanitary survey reports and blank templates were attached. A site Sampling Plan has not been submitted for DEQ review for any of Island Park Water Company's systems as of January 4, 2023.

For groundwater systems serving 1,000 or fewer people, the state must perform a special monitoring evaluation to review the status of the PWS, including the distribution system, during each water system's sanitary survey to determine whether the PWS is on the appropriate monitoring schedule. Sanitary Surveys were conducted on all Island Park Water Company Systems on October 19<sup>th</sup> and 20<sup>th</sup>. These sanitary surveys determined that six out of the seven Island Park Water Company Systems would remain year-round systems as they supply water to customers in each quarter of the year. This was not a change for any of the systems as five of the systems had previously been listed as year-round systems since 1986 and it has been documented in the last two sanitary surveys. Valley View Subdivision (PWS# ID7220156) was determined to be year-round during its first sanitary survey that was conducted in 2022, there are homes in use all months of the year where water is accessible for drinking. This was documented in the sanitary survey report that was sent out on November 17, 2022, as well as in the PWS Activation Letter sent out on August 09, 2022. Goose Bay Estates (PWS# ID7220030) is the only system currently classified as a seasonal system operating from May 1- December 31.





Systems that use only groundwater and serve 1,000 or fewer people are allowed to be on reduced (or quarterly) total coliform monitoring.

#### **Non-community Public Water Systems (40 CFR 141.854)**

Non-community systems that are not seasonal may remain on quarterly monitoring unless the following occur:

- A Level 2 Assessment is triggered.
- Any treatment technique violation such as the failure to conduct an assessment or to take corrective actions in the time frame specified.
- Two RTCR total coliform monitoring violations or one RTCR *E. coli* monitoring violation and two Level 1 Assessments in a rolling 12-month period.

A seasonal system is defined, by 40 CFR 141.2, as a non-community public water system that is not operated year-round and starts up and shuts down at the beginning and end of each operating season. Examples of seasonal systems include campgrounds, ski areas, resorts, and some schools.

A seasonal system, as stated in 40 CFR 141.2, that uses only groundwater and serves 1,000 or fewer people may qualify for quarterly total coliform monitoring if the system meets all of the following:

- An approved sample siting plan designates the most vulnerable period to bacterial contamination (highest use, wettest weather, etc.) and the owner or operator has collected samples during this period,
- A sanitary survey was completed by DEQ with no significant deficiencies identified OR a Level 2 Assessment from a qualified party is completed and the system is free of sanitary defects,
- A clean compliance history for the past 12 months, which means no MCL violations for *E. coli*.

#### **Start-up Procedures (40 CFR 141.854)**

The RTCR identified that seasonal systems are potentially more vulnerable to contamination when the system is dewatered during the off-season. Therefore, the rule requires that seasonal system owner's complete start-up procedures before serving water to the public, and certification that the procedures were completed must be turned in to DEQ



**STATE OF IDAHO**  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite B  
Idaho Falls, ID. 83402

Brad Little, Governor  
Jess Byrne, Director

In the event, you choose to classify any of Island Park Water Companies Public Water Systems as a seasonal system the systems would need to be depressurized and drained no later than September 30<sup>th</sup> each year in order to not be required to monitor for the 4<sup>th</sup> quarter. Systems would need to be returned to pressure and disinfected after April 1<sup>st</sup> each year in order to not be required to monitor in the 1<sup>st</sup> quarter of the year. This would also change the monitoring schedule for any of the systems changed to seasonal. Seasonal systems are required to sample monthly instead of quarterly, and a seasonal start-up checklist would be required annually. These rules can all be found in the Revised Total Coliform Rule.

Please feel free to contact me at (208) 528-2650 or at [kelsey.carter@deg.idaho.gov](mailto:kelsey.carter@deg.idaho.gov) if you have any questions or need assistance. An in-person meeting can be scheduled with this office to discuss any additional matters related to these Public Water Systems.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter  
Drinking Water Analyst  
Idaho Falls Regional Office

c: Troy Saffle, Regional Administrator, DEQ-IFRO  
Carlín Feisthamel, Regional Engineering Manager, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO

## Jon Kruck

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**From:** Shayla Halstead  
**Sent:** Friday, March 17, 2023 4:58 PM  
**To:** DOROTHY MCCARTY  
**Cc:** Hannah Young; Tyler Fortunati; Cassandra Lemmons; Jami Delmore; Matthew McGlynn; Troy Saffle; Jason Fales; Kelsey Carter; Travis Culbertson; Jon Kruck; Chris Hecht; Chris McEwan; Curtis Thaden; Jolene Bossard; ROGER BUCHANAN; Carlin Feisthamel; Tammy Copeland  
**Subject:** Disapproval of Public Water Systems - PWS# ID7220007, PWS# ID7220030, PWS# ID7220063, PWS# ID7220064, PWS# ID7220065, PWS# ID7220066, PWS# ID7220156  
**Attachments:** ID7220065 DISAPPROVAL OF SHOTGUN NORTH PUBLIC WATER SYSTEM.pdf; ID7220066 DISAPPROVAL OF SHOTGUN SOUTH STEVENS LANE PUBLIC WATER SYSTEM.pdf; ID7220156 DISAPPROVAL OF VALLEY VIEW SUBDIVISION PUBLIC WATER SYSTEM.pdf; ID7220007 DISAPPROVAL OF ASPEN RIDGE SUBDIVISION PUBLIC WATER SYSTEM.pdf; ID7220030 DISAPPROVAL OF GOOSE BAY ESTATES PUBLIC WATER SYSTEM.pdf; ID7220063 DISAPPROVAL OF SHOTGUN CHEROKEE SUBDIVISION 5 PUBLIC WATER SYSTEM.pdf; ID7220064 DISAPPROVAL OF SHOTGUN KICKAPOO SUBDIVISION 6 PUBLIC WATER SYSTEM.pdf

Please see the attached documents regarding Aspen Ridge Subdivision PWS# ID7220007, Goose Bay Estates PWS# ID7220030, Shotgun Cherokee Subdivision 5 PWS# ID7220063, Shotgun Kickapoo Subdivision 6 PWS# ID7220064, Shotgun North PWS# ID7220065, Shotgun South Stevens Lane PWS# ID7220066, and Valley View Subdivision PWS# ID7220156. Please contact Carlin Feisthamel at [Carlin.Feisthamel@deq.idaho.gov](mailto:Carlin.Feisthamel@deq.idaho.gov) or call 208-528-2650 if there are any questions.

Thank you,  
Shayla Halstead

**Shayla Halstead | Administrative Assistant I**  
Idaho Department of Environmental Quality  
900 N Skyline Dr #B, Idaho Falls, ID, 83402  
Office Phone: (208) 528-2650  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

Our Mission: To protect human health and the quality of Idaho's air, land, and water.



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF ASPEN RIDGE SUBDIVISION PUBLIC WATER SYSTEM – PWS #ID7220007**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Aspen Ridge Subdivision Public Water System (PWS #ID7220007) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Aspen Ridge Subdivision.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Aspen Ridge Subdivision resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Aspen Ridge Subdivision Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Aspen Ridge Subdivision Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF GOOSE BAY ESTATES PUBLIC WATER SYSTEM – PWS #ID7220030**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Goose Bay Estates Public Water System (PWS #ID7220030) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Goose Bay Estates.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Goose Bay Estates resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Goose Bay Estates Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Goose Bay Estates Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
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Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)





March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF SHOTGUN CHEROKEE SUBDIVISION 5 PUBLIC WATER SYSTEM – PWS #ID7220063**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun Cherokee Subdivision 5 Public Water System (PWS #ID7220063) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun Cherokee Subdivision 5.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun Cherokee Subdivision 5 resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun Cherokee Subdivision 5 Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun Cherokee Subdivision 5 Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deg.idaho.gov](mailto:carlin.feisthamel@deg.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF SHOTGUN KICKAPOO SUBDIVISION 6 PUBLIC WATER SYSTEM -- PWS #ID7220064**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun Kickapoo Subdivision 6 Public Water System (PWS #ID7220064) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun Kickapoo Subdivision 6.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun Kickapoo Subdivision 6 resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun Kickapoo Subdivision 6 Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun Kickapoo Subdivision 6 Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deg.idaho.gov](mailto:carlin.feisthamel@deg.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
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Chris Hecht, Idaho Public Utilities Commission, [Chris.Hect@puc.idaho.gov](mailto:Chris.Hect@puc.idaho.gov)  
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Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF SHOTGUN NORTH PUBLIC WATER SYSTEM – PWS #ID7220065**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun North Public Water System (PWS #ID7220065) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun North.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun North resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun North Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun North Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
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Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
Island Park Water Company  
455 Constitution Way  
Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF SHOTGUN SOUTH STEVENS LANE PUBLIC WATER SYSTEM – PWS #ID7220066**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Shotgun South Stevens Lane Public Water System (PWS #ID7220066) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Shotgun South Stevens Lane.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Shotgun South Stevens Lane resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide tier 2 public notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Shotgun South Stevens Lane Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Shotgun South Stevens Lane Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deq.idaho.gov](mailto:carlin.feisthamel@deq.idaho.gov) if you have any questions.



Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

C: Tyler Fortunati, Drinking Water Bureau Chief, DEQ  
Cassandra Lemmons, Drinking Water Compliance and Enforcement Supervisor, DEQ  
Jami Delmore, Drinking Water Analyst, DEQ  
Matthew McGlynn, Drinking Water Analyst, DEQ  
Troy Saffle, Regional Administrator, DEQ-IFRO  
Jason Fales, Drinking Water Compliance Supervisor, DEQ-IFRO  
Kelsey Carter, Drinking Water Compliance Officer, DEQ-IFRO  
Travis Culbertson, Idaho Public Utilities Commission, [Travis.Culbertson@puc.idaho.gov](mailto:Travis.Culbertson@puc.idaho.gov)  
Jon Kruck, Idaho Public Utilities Commission, [Jon.Kruck@puc.idaho.gov](mailto:Jon.Kruck@puc.idaho.gov)  
Chris Hecht, Idaho Public Utilities Commission, [Chris.Hecht@puc.idaho.gov](mailto:Chris.Hecht@puc.idaho.gov)  
Chris McEwan, Idaho Public Utilities Commission, [Chris.Mcewan@puc.idaho.gov](mailto:Chris.Mcewan@puc.idaho.gov)  
Curtis Thaden, Idaho Public Utilities Commission, [Curtis.Thaden@puc.idaho.gov](mailto:Curtis.Thaden@puc.idaho.gov)  
Jolene Bossard, Idaho Public Utilities Commission, [Jolene.Bossard@puc.idaho.gov](mailto:Jolene.Bossard@puc.idaho.gov)  
Roger Buchanan, Buchanan Well Drilling Inc., [Roger@andrewwelldrilling.com](mailto:Roger@andrewwelldrilling.com)



March 15, 2023

Dorothy McCarty  
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Idaho Falls, Idaho 83402  
[water@ida.net](mailto:water@ida.net)

**RE: DISAPPROVAL OF VALLEY VIEW SUBDIVISION PUBLIC WATER SYSTEM – PWS #ID7220156**

Dear Mrs. McCarty,

The purpose of this letter is to inform Island Park Water Company that the Valley View Subdivision Public Water System (PWS #ID7220156) is disapproved by the Department of Environmental Quality (DEQ), IDAPA 58.01.08.007, pursuant to the Idaho Rules for Public Drinking Water Systems. DEQ is concerned about the health of residents using Island Park Water Company's public water systems. Island Park Water Company is responsible for supplying safe and reliable drinking water to Valley View Subdivision.

The Idaho Rules for Public Drinking Water Systems provides the Department with authority to disapprove of a public water system under certain circumstances. The following violations have been issued for Valley View Subdivision resulting in the system disapproval:

- Failure to address significant deficiencies, IDAPA 58.01.08.303.06, letter dated January 05, 2023
- Failure to provide Tier 1 Public Notification to all water user, IDAPA 58.01.08.150.02, letter dated January 05, 2023
- Failure to submit an Operation Plan for Depressurization event, IDAPA 58.01.08.501.12, letter dated February 24, 2023.
- Failure to submit an Operation and Maintenance Manual, IDAPA 58.01.08.501.12, letter dated February 24, 2023.
- Failure to provide Tier 1 Public Notification, IDAPA 58.501.08.150.02, letter dated March 06, 2023
- Failure to provide signed Certification Form for Tier 1 Public Notification, IDAPA 58.01.08.150.07, letter dated March 06, 2023.
- Failure to Monitor for routine total coliform from the distribution of Well #1 and Well #2, IDAPA 58.01.08.100.01, letter dated March 06, 2023.
- Failure to Monitor for routine total coliform from the distribution of Well #3, IDAPA 58.01.08.100.01, letter dated March 06, 2023.
- Failure to provide Tier 2 Public Notification to all water user, IDAPA 58.01.08.150.02, letter dated March 06, 2023.

The Island Park Water Company is in violation of the Idaho Rules for Public Drinking Water systems and is hereby disapproved as allowed under IDAPA 58.01.08.007.02. In particular, the operating procedures at the Valley View Subdivision Public Water System constitutes a health hazard. This disapproval in no way relieves the obligation to comply with all other applicable state and federal drinking water standards, rules, regulations, or orders.

As required under IDAPA 58.01.08.007.07, all water users must be notified within 30 days of this letter regarding the Valley View Subdivision Public Water System being disapproved for violations of the Idaho Rules for Public Drinking Water Systems. Enclosed with this letter is a list of ten elements to include with each public notification and a certification form. Please provide a copy of the notice along with a completed certification form to DEQ within 10 days following notification.

I may be contacted by phone at (208) 528-2650, or by email at [carlin.feisthamel@deg.idaho.gov](mailto:carlin.feisthamel@deg.idaho.gov) if you have any questions.

Sincerely,



Carlin Feisthamel, P.E.  
Regional Engineering Manager  
Idaho Falls Regional Office

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