



Konocti County Water District

15844 35th Ave., Clearlake, CA 95422

Phone (707) 994-2561

FAX (707) 994-1107

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Kirsten Priebe

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Jeff Stanley

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Elvis Cook
Nicole McKay

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Dear Water Consumers,

We are writing to give you important news about our water district and the water we provide for you. Please read this letter carefully.

Since 1961 we have been providing you with quality drinking water at the lowest possible prices. We are able to keep our prices at the low end of the national average. We also provide water to fight fires. We make sure all our facilities are up to code and test our water quality on a regular basis.

In the last few years, we have received \$18 Million in grant money from the State Water Resource Control Board for improvements to our treatment plant and distribution systems. This grant money allowed us to significantly improve the district facilities without passing on the construction costs to our customers. The projects will be completed by July 2025. A raw water intake was installed 1400 feet from the shoreline to reach better quality water deeper in the lake. A new raw water pumphouse and chemical injection system were built at Mike Thompson Harbor. A new water line from the raw water pumphouse to the treatment plant was installed. We doubled our pumping and filter capacity of the treatment plant by installing a new filter and filter pumps, improved the automated and supervisory controls of the plant and installed new backup generators for improved reliability during power outages. A new water main and hydrants were installed on Dam Road and the road was paved. We are currently working on new inter-ties with the Lower Lake and Highlands water providers so we can pump water to and from them in emergencies.

Rate Increase: We completed our rate study and sent you notification of the rate hearing, which was held on Jan 27, 2025, at the Clearlake Senior Center. We received zero written protests about the rate increase. The rate increase was passed by unanimous vote of the Board of Directors and will go into effect on March 7, 2025. Please be aware that we put all the money you pay us back into the running of the district. It is illegal for us to charge more than it costs us to provide water service.

Meter Replacement: The batteries in the water meters in the boxes in front of your houses are failing ahead of their projected lifespan. We are in the process of replacing all the old meters at no cost to you.

High Pressure: Some lower elevation areas of the district, especially west of Highway 53 and the Dam Road area, are subject to high water pressure. Property owners are responsible for the placement of a pressure reducing valve on their property.

Water Theft: Water theft costs all of us! Please report water theft to our office as soon as possible.

We regret to inform you that our water system has recently received a citation from the California Water Boards regarding the levels of Total Trihalomethanes (TTHMs) in our drinking water at the Dam Road sample site. As your water provider, we take this matter very seriously and are committed to ensuring the safety and quality of the water you receive.

Total Trihalomethanes (TTHMs) are a group of chemical compounds that are formed when organic matter in water reacts with chlorine, which is used for disinfection. Prolonged exposure to high levels of these compounds may pose health risks.

The citation was issued after routine testing revealed that the levels of TTHMs in our water system exceeded the maximum contaminant level (MCL) set by the California Water Boards. The MCL for TTHMs is 80 parts per billion (ppb), and our recent annual running average showed an average of 84 ppb. It is important to note that the exceedance of the MCL does not constitute an immediate health emergency, but it does require us to take corrective actions to bring the levels back into compliance. We retested TTHMs in December and the TTHM levels were 57 ppb, which is well below the MCL of 80 ppb.

This past summer we had one of the worst fires we've ever had in our district, the Boyles Fire. The use of fire hydrants stirred up the water in the lines and may have impacted the TTHMs in the distribution system. The area that was affected was close to the fire hydrants used. In the future, we will make sure the water lines are flushed out after a major fire event.

We have changed some of our treatment plant processes to prevent this from happening again. Last summer one of the clarifiers that remove organic compounds was out of service for maintenance of the main mixer bearing assembly. We finally received the new bearing, and the clarifier will be online before this summer to reduce the amount of organics in the water. We activated the ozone treatment process and optimized our potassium permanganate injection system which will lower the amount of chlorine needed in the new plant clear-well storage tank. We will be flushing the distribution system this spring and will cycle the water in the new plant clear-well and storage tanks to prevent TTHMs from forming.

The treatment changes we've already made have lowered the TTHMs below the MCL. We have never failed any water quality tests before this, and we are taking steps to prevent it from ever happening again.

In December 2024 the Clearlake City Council imposed a hydrant fire flow testing ordinance which requires all fire hydrants in the city to be tested for fire flows every five years.

We find this ordinance is an unnecessary burden for the following reasons:

1. We have a gravity fed system from our storage tanks to our customers and hydrants. The pressure in a gravity fed system does not change.
2. All newly installed fire hydrants are always tested for fire flows. We maintain our hydrants by flushing them regularly.


3. Fire flow testing is labor intensive and takes a lot of water. This takes our treatment plant operators away from their regular duties and wastes our precious treated water.
4. Because the City does not have a storm water drainage system in place, the large amount of water the fire flow testing requires has a high potential for flooding people's properties. The City's ordinance states that the water providers are responsible for the flood damage caused by the fire flow testing they are imposing on us.

The City's ordinance is unfair and legally questionable. We would like the ordinance to be revoked since it is costly to our district and serves no practical purpose. We encourage you to express your thoughts directly to the City Council during the public comment section of their meetings. City Council meetings are held on the 1st and 3rd Thursdays of every month at 6:00 pm at City Hall.

We maintain transparency and welcome you to attend any of our regular Board of Directors meetings with your questions and comments. Our meetings are held on the 4th Wednesday of every month at 1:00 pm at our office. November and December meetings are held on the 3rd Wednesday of the month due to holidays. Follow us on Facebook and check out our website at konocountywaterdistrict.com.

Water is so necessary and important! Thank you very much for continuing to support us and having Konociti County Water District provide your water the way we have for the past 64 years.

Sincerely,



Kirsten Priebe

President of the Board of Directors