

**Bonita Creek Water Company**  
**STAGE 4 Emergency Water Timeline**  
**2022-2023**

- 8/15/22 Ken advised that current sand filter was leaking.
- 8/18/22 Ken advised that current sand filter stopped leaking.
- 9/6/22 Request made for ADEQ to consider replacing sand filter. Was told by ADEQ that in order to replace our existing steel filter without engineering, it had to be like kind.
- 9/7/22 Spoke with community members regarding existing fiberglass sand filter in Firehouse.
- 9/11/22 Tracked down sand filter distributor and called sales rep who sold us the filter in 2018.
- 9/13/22 Spoke with sales rep. Received paperwork on this filter. Also spoke with Engineer. After discussing our pump house water operation with Ken, they felt installing this filter could have operational issues.

On Sep 13, 2022, at 4:40 PM, Ritz, Rob (WTS) <[robert.ritz@suez.com](mailto:robert.ritz@suez.com)> wrote:

“Bryan,

Assuming the Turbidity is less than 5, the vessels with the AG media can operate at about 30GPM. You can do more but there could be operational issues such as increased pressure drop, bed packing and less than ideal filtering. That is entirely up to the site.” I hope this helps.

**Rob Ritz**

Sales Manager, Asset Care Services

**SUEZ - Water Technologies & Solutions**

- 9/25/22 Made executive decision to purchase new sand filter. Requested Ken and boards input and decision passed unanimously.

We did this knowing we did not have the money to purchase it, but also realized it was just a matter of when, not if, our current filter was going to fail. As it turned out, 45 days to soon.

- 9/28/22 Placed call to ADEQ in hopes they would be able to assist us should we pursue a new sand filter. Sent photos, as requested, of existing pump house filtration and sand filter.

On Wed, Sep 28, 2022 at 10:51 AM Chelsey Vega <[vega.chelsey@azdeq.gov](mailto:vega.chelsey@azdeq.gov)> wrote:

“Hi Bryan,

Can you provide quotes/estimates on the replacement purchase or repairs for the filter? I would need this to see how we can assist.”

**Chelsey Vega MPH, REHS/RS ADEQ**

On Sep 28, 2022, at 10:54 AM, Chelsey Vega <[vega.chelsey@azdeq.gov](mailto:vega.chelsey@azdeq.gov)> wrote:

“Bryan,

Are there any additional pictures you can provide to ADEQ on this issue? I see water on the floor. Where is the leak coming from? “

**Chelsey Vega MPH, REHS/RS ADEQ**

Senior Environmental Scientist

Drinking Water Programs & Engineering Unit

- 10/4/22 Reached out to Allan Converse, our Engineer for our infrastructure project, to see if he may be able to research a new sand filter to replace our existing one.
- 10/6/22 Followed up with ADEQ again. Still no information provided regarding fiberglass sand filter and if it can be used.
- 10/7/22 Received information from Allan Converse that a new sand filter would run \$51,465 plus shipping.
- 10/8/22 Began researching filtration companies country wide. Spoke with no less than 6 companies.
- 10/10/22 Found Pure Aqua Inc in California. Spoke at length, incorporated Ken and the board. Also sent ADEQ spec information on like kind sand filter that would replace our existing failing sand filter.
- 10/11/22 Sent detailed email to board and Ken Nagy regarding PURE AQUA sand filter.
- 10/12/22 Requested funds from ADEQ to assist us with new sand filter purchase. Also discussed with ADEQ Engineer, Nam Ho, that this new tank would be a like kind swap.

“Bryan -

we will put together a recommendation for Bonita Creek for \$10,000. We won't know if it's approved until it gets through our management chain - probably early next week. Assuming our director and ACC concur on the recommendation, we then sent it to WIF to enter the actual grant agreement. We'll keep you posted. “

**Linda Taunt ADEQ**

Technical Assistance/Capacity Development Coordinator:

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“Hello Bryan,

In our phone conversation today with Ken, you mention that Bonita Creek Water Company would like to replace your current steel filter vessel with a new filter vessel. The new filter vessel is made of a similar material (steel) and is the same in size. **No permitting is required for a like for like replacement. Please proceed with the operation and maintenance of the water system and follow proper disinfection procedures for installation of the filter vessel replacement.”** Nam Ho, P.E. ADEQ

10/13/22 Reached out to Allan Converse again regarding the sand filter we found that was \$34,000 less expensive to ask his thoughts if this tank was inferior to the sand filter he found.

“Bryan

No not inferior. The differential is the tank longevity. The high price guys figure for 100 years. The reality is that no one know the need even ten years from now. You may need a totally different system in the future. I am sure the lower cost tank will be in service 20 – 40 years with no problem.”

Thanks, Allan

**Allan R. Converse**  
**Engineering Division**  
**TeamConverse LLC**

10/19/22 Followed up with ADEQ regarding funding assistance for new sand filter.

“Bryan,

Sorry I missed the funding piece. It was submitted on Friday. I've been tracking the review chain - hopefully we'll get it today as well. Sorry for the delay.”

**Linda Taunt ADEQ**

Technical Assistance/Capacity Development Coordinator:

10/26/22 Placed new sand filter order with Pure Aqua Inc.

Manufacturer and Distributor recommended and that this tank should last us well past 60 years. 50% down on company CC was paid to Pure Aqua for sand filter build. **Quoted 4 month lead time. Estimated delivery date 2/13/23.**

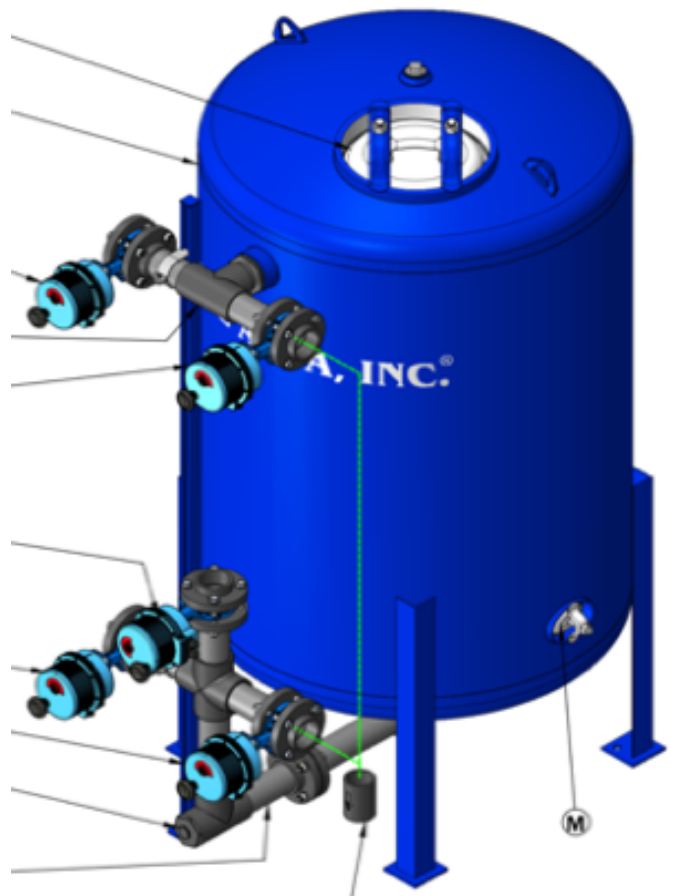
Reached out to ADEQ again regarding grant funding assistance for new sand filter.

“Bryan,

Still working with our management on the grant request. Hope we have a positive answer soon.”

**Linda Taunt ADEQ**

Technical Assistance/Capacity  
Development Coordinator:



10/27/22 Final response from ADEQ regarding grant funding assistance for new sand filter. Also asked for clarification as to why the denial.

“Good morning Bryan -

I'm sorry to report that our Director has denied the grant request for Bonita Creek.

Since Bonita Creek is ACC regulated, I don't know how that would affect you applying for an emergency loan. I've copied Brit Baxter on this email so he can help address that situation.

We're sorry we couldn't be of more help in this situation. Hopefully RCAC can begin work on the MHI survey here shortly to help with your eventual WIFA loan request. “

**Linda Taunt ADEQ**

Technical Assistance/Capacity Development Coordinator:

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“Bryan

It seems to have hinged on the definition of "disadvantaged".

This is only the 2nd request that has been denied so we, the staff, are trying to understand the requirements or expectations.”

**Linda Taunt ADEQ**

Technical Assistance/Capacity Development Coordinator:

11/1/22 -

12-27-22

System normal and pumping at max output. All 3 storage tanks full, 30,000 gallons on hand.

12/20/22

Email went out for assistance with removal and install of new sand filter when it arrives.

12/31/22

Emergency STAGE 2 email update sent out.

Current sand filter finally failed. Worked diligently to get it back on line but had no luck. All tanks were at capacity, 30,000 gallons.

1/2/23

Emergency STAGE 2 email update sent out.

**Snowstorm drops 6-9". Creek Dirty.**

1/3/23

Emergency email update to all water patrons sent out.

Called 4 water hauling companies that we were referred too. Only one was willing to haul to our community. We set him up to deliver 2000 gallons for January 6th. **Snowstorm drops 2-5". Creek Dirty.**





1/4/23 Emergency email update to all water patrons sent out.

Kieth at Gila Concrete agreed to allow tankers to fill up at his location. However because he uses City of Payson water, we needed their permission.

Called Tanner Henry, Director of water. He said he was happy to help but needed to contact SRP since their agreement was with them, Sound familiar?

I called SRP and was directed to their attorneys. SRP agreed to allow us the use of Payson water because of our partnership agreement with Bonita Creek. Photo of storage tanks attached.

Ken Nagy, Kyle Disilvestro, Mike Bradshaw, Dan Hosking, Bill Glaunsinger, Doug Crowl and myself work to attempt to get the failed sand filter working again.

We opened the top of the 65 year old sand filter and hand removed roughly 1 ton of old media. We personally drove up new media from the valley and added that back into the sand filter in hopes this would provide a fix long enough to get us to our new sand filter install. As we know, the attempt failed.

Even if we were able to get the filter going, the chance of us being able to pump at that time were slim to none because the turbidity of the creek, due to the recent snow fall back on 1/2/23, was too high.

1/5/23 Emergency email update to all water patrons sent out.

1/6/23 Water hauler came up from Mesa and filled up at Gila Concrete. They arrived in BC to deliver water. He got stuck in the mud on the way to tanks. Kyle had to use his backhoe to pull him out. Water hauler said no more water would be delivered until the road dried out.

1/7/23 Emergency email update to all water patrons sent out.

Bottled water offered to be delivered from the valley to patrons. No patrons responded. All patrons are working hard to conserve water.



1/9/23 Reached out to ADEQ to get permission to install fiberglass back up filter in Firehouse. Nam Ho of ADEQ, per Doug Crowl, said we were ok to temporarily install back up filter.

4:20PM

"Good afternoon Vivian,

Thanks for all you help today with Bonita Creek and their water treatment issues. Per Nam Ho, Bonita Creek has been given a approval to temporarily install the sand filter until the permanent one arrives in February. We are documenting this approval so it can be kept in Bonita Creeks file for future records."

Thanks for your help,  
Doug Crowl, CLM

4:27PM

Good afternoon Douglas,

The system has not yet been approved to install the sand filter. We are currently waiting to get approval for the temporary installment of the sand filter until the permanent one arrives in February. We will have an answer for you soon - we are still waiting on approval.

Best regards,  
**Vivian Kim ADEQ**  
Compliance Assistance Coordinator

1/10/23 ADEQ response to installing back up filter

8:19AM

"Good morning,  
The temporary filter has been officially approved. "

Best regards,  
**Vivian Kim ADEQ**  
Compliance Assistance Coordinator

12:28PM

"Hello Bryan,

As I mentioned on the phone, the temporary filter is not approved by ADEQ without proper permitting. The PWS will take full responsibility for any violation that shall occur if they plan on using the filter without an ATC/AOC permit. "

**Nam Ho, P.E. ADEQ**  
Drinking Water Environmental Engineering Specialist

1/10/23

We receive information from new sand filter manufacturer Pure Aqua, Inc. that filter should arrive ahead of schedule. **We were also told that as of first of the year, had we waited to purchase the tank, lead time would have been 6 months and at a 20% cost increase.**

“Hi Bryan,

We looked into the improved ship date and we are targeting to ship by the end of the month if not sooner. Hope this helps the situation on site. “

Best Regards,

Khaled Aghasi, PURE AQUA INC.

1/11/23

We have electrical issues. Sump pump went out from our intake. The Alum pump went out that injects Alum at the intake and our air compressor died.

What we found out, unbenounced to us, that the main Neutral line from our APS main wire that feeds the pump house broke from the previous storm.

Best guess as to the reason the neutral broke is because our main power line is mounted to pine trees that sway in the wind.

ADEQ curtailment doc attached. Updated emergency curtailment from Stage 1 to Stage 4.

Contacted City of Payson, Tanner Henry, to see if we could use their hydrant on Houston Mesa Rd. Much closer than Gila Concrete. They agreed.





1/11/22 Completed City of Payson meter application. Placed \$2,650 on personal CC to secure meter and meter install for the pressurized hydrant located in Houston Mesa. \$2,500 is for the security deposit. We have been authorized to use as much water needed at City of Payson rates, roughly \$12 per 1,000 gallons.

1/12/23 Emergency email update to all water patrons sent out.  
**Snowstorm drops 7-10". Creek Dirty.**

1/13/23 Emergency email and text update to all water patrons sent out.

New BCC texting feature is implemented, in step with email, to help communiatie real time information to water patrons.

Water hauling invoice attached to email. Total cost for these 2000 gallons of water delivered on 1/6/23 was \$3,291.20.

Kyle and Stephanie Disilvestro purchased a total of 600gallon water tanks, pump and hose and are beginning to haul water from the Houston Mesa location. They get stuck in the mud at the tanks and have to pull the vehicle out with backhoe.

1/14/23 APS comes out to the pump house and repairs the Neutral Line. They also advise us that they will be installing poles from where the main line starts that feeds the pump house. This electrical problem that was encountered shouldn't happen again.

1/15/23 Emergency email and text update to all water patrons sent out.

1/16/23 Water company purchases new sump pump for intake and air compressor. Both are installed.

1/17/23 We made the decision to try and make the back up fiberglass sand filter work. Called ADEQ again and spoke with Management. They finally agreed to allow us to temporarily install our back up filter and verbally said no violation would be issued.

1/18/23 Emergency email and text update to all water patrons sent out.  
Boil your water notice was attached. **Snowstorm drops 1-3". Creek Dirty.**

1/19/23 Emergency email and text update to all water patrons sent out.

Ken, Kyle and I met at Firehouse. We worked trying to get the temporary fiberglass sand filter online. Worked with the Distributor, Manufacture and others but nobody could provide an understanding how the filter went together. We had to scrap the attempt and Kyle started hauling water again.



1/20/23 Kyle was able to get one more load of 600 gallons into our storage tanks. He got stuck again in the mud. Had to abandon hauling until roads dry up and pull his vehicle out with his backhoe.

Let ADEQ know that temporary filter would not be installed.

**Snowstorm drops 3". Creek Dirty.**

1/21/23 To date, Kyle and Stephanie Disilvestro have hauled 7,000 gallons of water.

1/22/23 Emergency email and text update to all water patrons sent out. Tank road photo attached.

We are still in STAGE 4 and will remain there until our new sand filter is up and running.



We still have the Houston Mesa water meter at our disposal, however Kyle and water hauling are at a stand still until weather passes. We are looking at another storm coming in on Monday the 23rd.

Per Ken, we have roughly 2000 gallons in our storage tanks.

All donations received. Another request was made for donations for those who have yet to donate.

Spoke with Ken and Kyle at length, we agreed on another temporary solution to keep water flowing. Kyle went into Payson to secure 2" hardline piping and fittings to allow a connection from the tanks down to bottom of road to allow water hauling services to continue during snow, rain and mud situations until new sand filter is operational.

Kyle was able to get 1000 gallons into the tanks and is still working toward more.

1/23/23 **Snowstorm drops 2-4". Creek Dirty.**

1/24/23 Emergency email and text update to all water patrons sent out.

Request for remaining 22 patrons who haven't completed the USDA survey are asked to complete it. Final payment made to PURE AQUA INC for sand filter. Delivery this week. PURE AQUA mentioned had we not ordered the sand filter when we did, current cost would have been \$23,500 with a lead time of 6-8 months. We wouldn't have water until August.



1/26/23 Read water meters. Half were buried in 12" of snow.

Kyle was able to haul roughly 3000 gallons more into the storage tanks. The line we ran down to the bottom of the hill to prevent from getting stuck again kept freezing due to the high winds and cold temps. The pump also froze up. He had to stop hauling until temps warmed up.

Received invoice from Kyle for water hauling materials, \$4,000. The ACC implementation of their Augmentation Surcharge for water used during emergency timeline will be implemented. These additional charges will be added to upcoming monthly water bills. This water hauling equipment are now assets of the water company for any potential future emergencies.

1/27/23 Sand filter arrived into Payson. I had the driver follow me out to BC to make sure he didn't get lost. The delivery truck could not make it down the hill to the pump house so we had to offload the filter and additional pallets on the ground at the top.

Kyle and Dan were able to use their back hoes to transfer the pallets and filter down to the pump house.

We were able to get the old tank out of the pump house without incident. It went very well knowing.

A HUGE THANK YOU to Ken, Kyle, Jeff, Mark and Dan for assisting in getting this huge task Underway.

1/28/23 We were able to get the new tank upright and into the pump house. Again with a very small amount of error to work with. The install went very well. All the media was installed and Ken was able to get the new tank plumbed. This was absolutely a team effort from start to end.

All of these folks donated their time and skill sets to see this through. A HUGE THANK YOU to Ken, Kyle, Jeff, Mark, Dan and Rick for their efforts.

We would also like to thank Marcia and Harry for providing lunch to the crew for the couple days this project took. Amazing food and great company. THANK YOU !!!





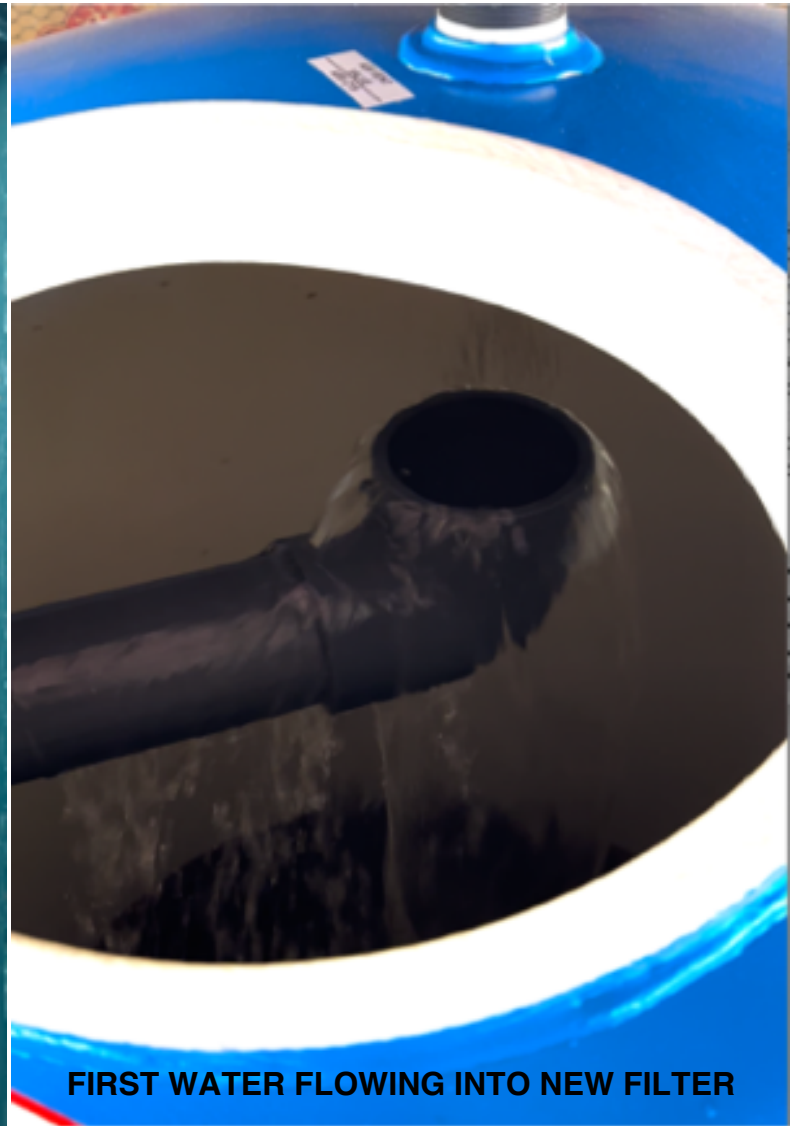
1/30/23 Emergency email and text update to all water patrons sent out.

ACC Augmentation Surcharge language sent out to patrons.

Today we were able to backwash the new sand filter multiple times after giving the new media time to settle into the new tank.

We also purchased new Aluminum Sulfate (Alum) and a new inline mixer which is installed near our intake. Both of these work in unison to help in the filtration process prior to the water reaching the new sand filter.

Our stream is still dirty but the new installed media is showing strong signs of working toward a level that we haven't seen in over a month. More backwashing is being done.



**FIRST WATER FLOWING INTO NEW FILTER**

1/31/23 Drove up to the pump house from the valley to get Ken the new Alum. We wanted to make sure that this coagulant was not causing an unforeseen issue in regards to the older material we had on hand.

After continuous backwashing, we are still having issues with the trubidity levels. We need to be at 1 or lower to leagally pump. We are at 10. This is still far better than the other tank when it was failing. We are still wokring on options on how to correct these levels.

Contacted Jim Kane who I brought to the community back in 2021. His whole career was water filtration at a very high level. He is working with us in hopes we can secure a better coagulant that helps bring down the trubidity prior to entering the sand filter.

Kyle was notified to continue hauling if possible. We currently have roughly 1200 gallons of water.

We are still in STAGE 4 CONSERVING until we have all 3 storage tanks full. A total of 30,000 gallons. We will update the community once they are full.

THANK YOU AGAIN for your patience and understanding for this huge undertaking. We are an amazing community for all of those who came together to help with donations, expertise, great food, bottled water, stored water, showers and volunteered time. Without it, none of this would have been possible and we still wouldn't have water.

YOU are the folks that make what BC is and will always be for generations to come.

2/1/23 Emergency email update to all water patrons sent out.

Last Sand filter donations update email sent out.

2/3/23 Emergency email update to all water patrons sent out.

Spoke with ADEQ at length. We were given the choice to pump non potable water until creek clears up. We started pumping filtered treated non potable water. Had to issue NON DRINKABLE WATER WARNING.

Still having issues with high organics. Creek is still too dirty to get our Trubidity down to 1 which is legal limit for drinking water. We will continue to pump unpotable until creek clears up and we are back in stage 1.

2/4/23 Emergency email update to all water patrons sent out.

"Response requested" email sent out. Almost everyone replied within 48 hours. What a great group of owners. Requested by ADEQ to hang signage in community stating water was not drinkable. 2 signs mounted at front gate and near firehouse.

2/6/23 Sent ADEQ update on our current non potable water being delivered to community.

- 2/10/23 Had extensive conversation with ADEQ from their visit. They were happy with pump house equipment and how it was plumbed. They provided a few suggestions that are being implemented.
- Had City of Payson water meter removed. They calculated we hauled 20,000 gallons.
- 2/12/23 Conducted Coliform test to confirm our water is at legal drinkable standards. Sending it into Aquatic Testing Labs Inc. for testing first thing Monday morning. We will know test results Tuesday morning.
- If lab test comes back negative we are opening valves to community with potable water.
- 2/13/23 Submitted emergency receipts for water hauling to ACC for patron surcharge rate approval.
- 2/14/23 Emergency email update to all water patrons sent out.

### **WE ARE PUMPING POTABLE WATER AGAIN !!!!!!!**

We passed our water testing through Aquatic Testing Labs Inc. and all is good.

The Board, Ken and I would like to THANK YOU very much for all your hard work over these last 6 weeks in conserving, donating and just being an overall great community in supporting our efforts to get us back on line. It was a long road and many folks helped us by stepping up to see this through. Kyle Disilvestro, Ken Nagy, Jeff Knapp, Dan Hosking, Mark Lynch, Bill Glaunsinger, Mike Bradshaw and Rick Balentine. Thank you !!!

Kyle and Stephanie Disilvestro, in particular, were absolutely amazing in their hauling efforts to keep everyone with water during this time. In addition, without their help, this would have been beyond expensive for the water company and patrons to get the old and new equipment established and working to provide us potable water. Thank you Kyle and Stephanie !!!

Ken Nagy, our water operator, was also amazing in his efforts to never give up and see this through. Our system and Mother Nature seemed to fight us almost every step of the way and unfortunately, she's still working on it, but Ken never gave up and we finally have what we need to pump potable water again. Thank you Ken !!!

On behalf of the water company and its patrons, thank you Kyle, Stephanie and Ken for everything you accomplished during this time. You are truly some of the backbones that make Bonita Creek what it is today.

**STAGE 4 !!! We will need to continue to be in STAGE 4 with these current and future storms. We have potable water, however as always, when it comes to these storms we need to continue to conserve. As soon as the creek clears up we will go back to stage 1 with normal operations.** Community appreciation party/meeting May 20, 2023. 11am to 2pm. At our Firehouse.

2/18/23 We are back in stage 1. We were able to fill all 3 storage tanks with good potable water. 30,000 gallons on hand.

2/21/23 Emergency email update to all water patrons sent out.  
**We are back in STAGE 4.** Storm came through again and dumped 12" of snow.

2/23/23 Emergency email update to all water patrons sent out.  
We have used over 11,000 gallons of water in the last 3 days. At the moment we are not able to pump as the creek is still too dirty. If we can't pump, at this rate, we may very well be out of water again in the next 4-6 days.

2/24/23 Emergency email update to all water patrons sent out.  
**Last night our system suffered a line rupture due to cold temperatures with shallow lines. It drained 2 tanks of water, 20,000 gallons.** We currently have only 10,000 gallons of water available. The creek is still too dirty to pump thus we need to seriously conserve water.

The leak has been found and the tanks have been isolated. We are working to get the leak repaired. However, because of the creeks status, we still do not know when we will be able to pump but will certainly keep everyone informed.

2/28/23 Emergency email update to all water patrons sent out.

We have decided this morning to force the filters to provide us as much water as possible, which will still be very limited at best, but in doing this we will run out of filters much quicker. It take us roughly a week to get new filters, thus the juggling act when we are faced with an above normal dirty creek. Not to mention, the 20,000 gallons we lost due to a recent broken line.



**We still need everyone to buckle down and conserve as much as possible.** We have another storm coming in tomorrow night which will most likely bring us to a standstill once again. Hang in there. Thank you for your patience and understanding as we get through this. Summer is coming.

3/3/23 **We are still in STAGE 4.**  
The creek is still dirty with run off and continuing to make it difficult to pump water. We have been able to pump enough to fill one of the tanks, however, we are still down 2 tanks. It will take some time to get those filled so please continue to work with us in conserving until we can get past this weather.



3/7/23

Emergency email update to all water patrons sent out.

**We are still in STAGE 4.** Creek is still way too dirty for pumping. Ken went out at 3am this morning in hopes the creek would cooperate for at least a little bit. No such luck unfortunately. Turbidity (cloudy water) is still too high.

**Kyle assisted Ken in digging out the intake** where excessive silt and debris have collected and seems to be collecting at a much more frequent rate than normal. We believe this issue is in part the cause of the high turbidity we are facing when trying to pump.

**We have also been working with ADEQ and they will allow us to pump NON POTABLE water again to keep our lines full for household use. Please see attached DRINKING WATER WARNING DOCUMENT BELOW.**

**This will be NON DRINKING water until we are able to actively pump good clean water again.** The snow melt, high water levels and debris are the primary cause. Until these subside, this is where we're at. Our hopes are toward the end of this week or by the weekend to have all 3 tanks full with potable water.

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## **DRINKING WATER WARNING**

Bonita Creek Water Company has high turbidity levels

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

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken 3/7/2023 showed turbidity levels of 2.8 turbidity units. This is above the standard of 1.0 turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

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

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a rolling boil for one minute per 1000 ft. elevation, 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.
- *\*Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.\**
- 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 health care providers about drinking this water.

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

We are working on hauling in water to supplement the water system. We will inform you when tests show no bacteria and you no longer need to boil your water.

We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water. We anticipate resolving the problem within 20 days

For more information, Bryan Staley at 480-731-4663 or 652 N. Myrtle Point Trail Payson, AZ 85541. General guidelines on ways to lessen the risk of infection by microbes 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 Bonita Creek Water Company. State Water System ID#: **AZ0404024**.  
Date distributed: **3/7/2023**

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3/12/23

Emergency email update to all water patrons sent out.

**WE ARE STILL IN STAGE 4 PUMPING NON DRINKABLE WATER !!! PLEASE CONTINUE TO CONSERVE. WE HAVE ROUGHLY 5000 GALLONS OF WATER ON HAND.**

Spoke with Ken this morning and our creek is still too dirty to pump not to mention that our intake is jammed up once again. We will not be able to pump until Tuesday pending everything goes well. Please note that the non potable water we are pumping is still being filtered and treated however not suitable for drinking.

3/16/23

Emergency email update to all water patrons sent out.

We are currently out of water. We unfortunately do not know when we will be able to pump again and that includes non potable water. It may be weeks. Some homes may be receiving non potable, non drinkable water with what is left in the main pipes. For these few homes it may only last a couple days. You will be better suited to turn your water off at this point to prevent air from getting into your homes lines (just a recommendaiton). Unfortunately, Mother Nature continues to be uncooperative. We have received 19+” of precipitation in 2.5 months this year thus far. Payson only receives, on average, 21” per year.

Enclosed are a creek video, turbidity reading and road conditions from this morning. The turbidity (creek dirtiness) is at an all time high at over 70. Remember it has to be at 1.0 to pump potable water. The roads, due to snow run off and rain, have become impassable yet again. And to add insult to injury, the road to the pump house is giving way and we no longer have vehicle access to it.

Water hauling will not be possible. Frankly, the water company doesn't have the money for it even if we could. This is primarily because the ACC has not yet allowed us to collect from the last water hauling. I requested the ACC reach out to ADEQ in hopes they would assist us with resources. They have an emergency fund for these very situations. Even with our continued circumstances, their director declined.





3/22/23

Emergency email update to all water patrons sent out.

Unfortunately we do not have any change in our current situation. **We are still in STAGE 4. We have provided a couple photos of the pump house road and a video of our intake to show you what is happening with this weather.** We are in hopes that we can start pumping NON POTABLE water possibly this weekend but still too early to tell. We have also attached the BOIL WATER alert document again so you are prepared once we can start pumping.



3/25/23

Emergency email update to all water patrons sent out.

Unfortunately, as stated in the last few emails sent, we are still not able to pump and are currently out of water. Even if we could pump, the recent storm jammed up our intake with boulders and we can't get a backhoe down to the creek to unjam it because the pump house road is washed out. **EVERYONE NEEDS TO CONSERVE FOR THE WATER THAT IS REMAINING IN THE LINES FOR THOSE WHO ARE FULL TIME RESIDENTS. THANK YOU.**

We are working on all these issues as fast as we can but with limited funds, limited man power and Mother Natures fury it's making it almost impossible. We are working with Gila County regarding the road but unfortunately there is much more going on with this than what meets the eye. Honestly not sure how fast this can be repaired because of these moving pieces. We will keep everyone updated as we know more.

In the meantime, we are trying to find another access to the pump house and creek that can accommodate heavy machinery without compromising equipment or operator. The creek turbidity is finally starting to come down which means we are going in the right direction too pump, but if we can't get the intake cleaned out, we are at square one.

**We also still haven't heard word one from the ACC, with multiple attempts to contact them, regarding our ability to invoice for emergency surcharge.**

3/28/23

ADWR & SRP site visit to Bonita Creek Water Company

Visit coordinated and headed up by Mr. David Keadle Surface Water Permitting | Water Planning & Permitting Division Arizona Department of Water Resources. Other attendees included were, Ken Nagy, Rodney Held (SRP), Paul Alder, Dennis Alp, Kome Akpolo and Carol Ward.

ADWR visit was included field investigation, discuss all water delivery works within BCWC's water service area that may have the ability to divert, distribute, store, or retain surface water; work through all items listed on the notice of inspection letter/application checklist.

4/4/23

Emergency email update to all water patrons sent out.

We are moving in the right direction. **Although we are still in STAGE 4** and waiting for the creek to fully cooperate the turbidity is finally coming down into reasonable levels. We are hoping that we can begin to start pumping potable water by this weekend. Please keep in mind, we won't know for sure until we test the creek at that time.

We also have the results in from our community annual income survey and unfortunately we do not qualify for any grant money from the USDA. We are continuing to work with WIFA in hopes they can provide us grant money for our infrastructure projects. At a minimum, we need to get our water company creek intake shored up and remaining automation completed to allow future operators ease of use and ultimately reduce the labor time and cost footprint.

Derek Olson and I had a conference call with WIFA in hopes to better understand what may be available to us regarding funding to correct the ongoing issues our community has been trying to overcome for decades.

The water company would also like to thank all of those who were able to clean out the creek intake over these last few days. It was quite the undertaking. We had quite a few folks step up to offer their assistance as well. Thank you again for all your continued support and help.

4/11/23

Emergency email update to all water patrons sent out.

**WE ARE STILL IN STAGE 4 AND WE NEED EVERYONE TO PLEASE CONTINUE TO CONSERVE. We are currently pumping NON DRINKABLE, NON POTABLE WATER. Please see attached Boil Water Advisory.** Please keep in mind this water is still being filtered and treated. We have 1 full tank isolated from the rest of the system. The creek is finally starting to work with us and the turbidity is finally coming down to reasonable levels. We recently sent in our April test sample to Aquatic Test Labs in Tempe and passed, however, because we are not yet able to get our turbidity down to 1 or less, it is still non potable.

4/14/23 Emergency email update to all water patrons sent out.

**WE ARE STILL IN STAGE 4 PUMPING NON DRINKING, NON POTABLE WATER.**

**Please see attached Boil Water Advisory.** Please know that this non potable water is still being treated and filtered. We are still isolating only 1 tank for these emergency needs. Once we are able to pump good drinkable water we will fill all 3 tanks. We would like to thank Bill Glaunsinger for providing a high tech pH Meter to help read our creek. Ken read the pH in the creek this morning with this new meter. Unfortunately, the pH in the water was reading 8.3 which is still to high.

4/14/23 Lastly, the water company board is currently interviewing new water operators. Ken is looking to retire as soon as we can make a decision on a new water operator. We reached out to over 15 possible water operators and only 3 were willing to take us on. We have narrowed those down to 2. Both are local companies here in the Payson area. Ken has met with both of them and has given them a tour of our facilities and we are awaiting their quotes. Once the board has all the information from both operators we will make a decision.

**NEXT COMMUNITY MEETING**

WHEN: SATURDAY MAY 20TH, 2023

TIME: 11AM to 2PM

PLACE: Firehouse

4/20/23 Emergency email update to all water patrons sent out.

**WE ARE STILL IN STAGE 4 PUMPING NON DRINKING, NON POTABLE WATER.  
PLEASE CONTINUE TO CONSERVE. Please see attached Boil Water Advisory.**

Please know that this non potable water is still being treated and filtered. We are still isolating only 1 tank for these emergency needs. Once we are able to pump good drinkable water we will fill all 3 tanks.

Please know that we are getting close to pumping drinkable water. The creek is slowly coming back around. We are in hopes that we will be back in stage 1 soon. We will continue to keep everyone updated as soon as we know more.

4/22/23 Emergency email update to all water patrons sent out.

This morning it was brought to our attention that a few did not have water.

Unfortunately, it appears we have another water leak within the community. Ken has gone around and tried to identify where it is however has not yet been successful. It's possible it could be within someones home that is not aware.

Ken is going to continue to drive around and try to identify where this leak is coming from however, we would appreciate your help, if you are in BC, to make us aware of anything you believe might be out of the ordinary regarding a potential water leak from anywhere.

4/22/23

**We have been pumping non potable, non drinking water and feeding the community for the last couple weeks. As of last night, we had over 5000 gallons in tank 1. That tank is now empty.** We are trying to keep up with all that is happening to, in and around the water company but unfortunately we have a very dated system with no financial resources. When this is what you are faced with, it's hard to get anything done let alone get a head of it.

We will continue to work diligently in getting us back on line and will keep everyone updated just as soon as we know more. If you have any questions please let us know.

**Conference call with ADEQs Nam Hoe regarding Chlorine automation. Ron Clark, Ken Nagy and myself. ADEQ is looking into a variance for us so we can get system automated.**

**ACC emergency surcharge billing went out to water patrons for December 22 through January 26 billing for water hauling.**

4/23/23

Emergency email update to all water patrons sent out.

**We have identified the leak. It was from a residence.** Thank you for those who came forward who noticed they had a leak that took place last night due to what was believed to be a broken exterior ball valve. The repair has been made and confirmed there is no longer a leak. **Please know that only 5000 gallons was drained.** If the tanks had been full and all online, it could have easily been 30k.

These things happen, including breaks in our main lines, as we saw just 4-5 weeks ago. We can't begin to thank you for coming forward when situations like this occur. If not, who knows how long it could have taken us to identify where the leak was coming from. Possibly weeks.

This very situation is why we are also working toward installation of automated water meters. Should this have happened to a residence with nobody home, which 2nd homes make up 2/3 of our water patrons, we could have easily drained 10k,20k,30k gallons of water which effects everyone in the community as well as the home owners water bill. And costs a year from now will be very different from what they are today.

4/27/23

Emergency email update to all water patrons sent out.

**WE ARE STILL IN STAGE 4,** however we have potable water finally. The creek has decided to finally cooperate with us and we are pumping potable water into the system. We are still working on getting all the tanks full but potable water is being pumped back into our lines. Please turn your faucets on for about a minute to clear the non potable water and air that may be in your lines.

We believe we will be back to stage 1 first part of the week. We will continue to keep everyone updated. If you have any questions please let us know.

4/27/23

We would like to thank everyone through this unbelievable, unprecedented and overwhelming time in Bonita Creek Water Company's history. Those who came to the water company's aid, those who donated and those who helped support all of us that got us to this point, THANK YOU!! Without your help and generosity it would not have happened. We are truly a community that is resilient and works together and it shows.

4/29/23

PUMPING POTABLE DRINKING WATER !!! STAGE 1

Storage tank photo shows all 3 tanks full of potable drinking water. We are going to be back in stage 1 again.

Thank you Ken for all your help and sticking with it when at times it became unbearable. You are truly an amazing individual who has the heart, drive and foresight to see things through. Thank you for being such an invaluable person to the success and community that makes us Bonita Creek.

