

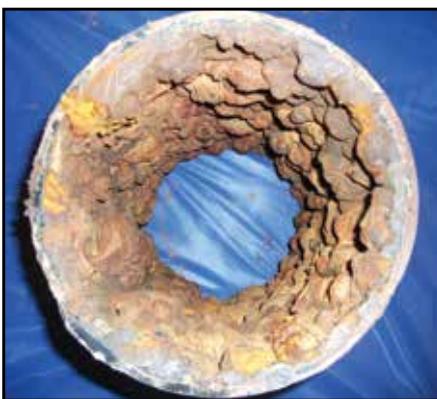
News

From the Well

WATER UTILITY UPDATES FOR CITY OF LONGVIEW CUSTOMERS

Since January 31, 2013, the City of Longview's new Mint Farm Regional Water Treatment Plant has consistently treated water from its new groundwater wells to produce high quality drinking water. However, some customers and some parts of our water service area have experienced poor water quality due to conditions in the pipes serving those areas. This is the first edition of News from the Well, a feature we will use to regularly update our customers on water quality and actions we are taking to address poor water quality.

In areas where the distribution system includes galvanized or unlined cast iron pipe, the change in water chemistry from the Cowlitz River to groundwater has resulted in destabilization and localized release of iron and manganese scale that has built up in the pipes over many years.



Pipe Scale inside Cast Iron Water Main Removed from Baltimore Street

The scale release has created temporary taste, odor and color issues – in some cases distasteful and highly objectionable. We expect these aesthetic issues to diminish as the scale stabilizes and adjusts to the new water supply. During this stabilization period, City crews are flushing affected mains regularly to improve water quality and recently purchased ten automatic flushers to increase our

ability to regularly flush poor quality water from the pipes.

In addition to flushing our water mains, customers whose water fails to meet specific water quality criteria may request the following temporary accommodations:

- 5-gallon jugs of drinking water filled at the treatment plant
- Opportunity to shower at the YMCA
- Reduced water billing rates

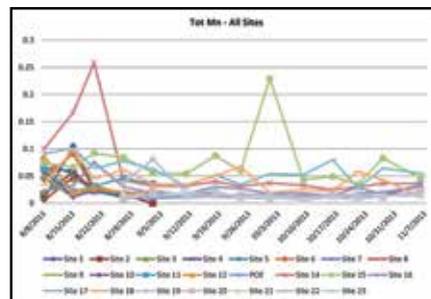
To understand the problem and determine if there is a method to reduce the adjustment period, City crews began extensive testing of the distribution system in August. This testing will show how and why the water quality is changing after it leaves the treatment plant. Testing is performed weekly in problem areas and potential problem areas, and at control sites where no water quality complaints have been reported. Although the water tastes and smells bad in some areas, all testing has confirmed the water is safe to drink. Iron and manganese levels are coming down and the pipe scale is stabilizing everywhere except the Baltimore Street area near Oregon Way.



Automatic Hydrant Flusher in Use

To speed up water quality improvement in the Baltimore Area, the City Council approved an emergency project to replace two, and abandon part of a third, of our worst mains in the area. On November 4, local contractor Advanced Excavating

Specialists began work on a \$1.9 million project to replace those mains and connect customers to the new mains. The project will install 5,000-ft of pipe on Beech Street and in the alley between 16th and 17th Avenues. Crews will work six days a week to move customer services to the new mains by January 11, 2014. The new mains are larger diameter to improve flow, and are lined with cement to prevent scale build up.



Graph Showing Declining Manganese Release

We have also hired experts in distribution system water quality and are evaluating the possible use of phosphates as an additional treatment process to re-stabilize the distribution system more quickly.



Map of Emergency Water Line Replacement

Phosphates will harden the scale so it does not deteriorate easily, and it will sequester the iron and manganese released by the scale so they remain

dissolved in the water. This will help prevent discolored, distasteful, and odorous water even though iron and manganese are still present. We have also received complaints about spotting on vehicles, dishware, and fixtures. Spotting is most likely caused by calcium and magnesium reflected in the hardness of the new water supply, but we are performing tests to determine if other minerals are contributing to the spotting. Phosphate treatment may react with calcium and other hardness components to reduce spotting, and we are evaluating other treatment options to soften the water.

Did You Know?

The amount of chlorine in the treated water leaving the old treatment plant on Fishers Lane varied from 1.1 to 1.6 parts per million. The chlorine in the treated water leaving the new Mint Farm Water Treatment Plant is 1.4 parts per million, the equivalent of 1 drop of chlorine in approximately 11 gallons of water.

To report a water quality complaint 24 hours a day, click on the ASK Longview button at our website at www.mylongview.com. You may also call our Utilities Division at 442-5700 or Public Works at 442-5200. We appreciate your patience as we work through these temporary problems.

Bob Gregory
City Manager

Jeff Cameron
Public Works Director

The City of
Longview
Washington