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INTER-DEPARTMENTAL COMMUNICATION

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**TO: HONORABLE MAYOR AND CITY COUNCIL MEMBERS**  
**FROM: TROY F. PERRY, ASSISTANT TO THE CITY MANAGER**  
**DATE: MARCH 27, 2017**  
**SUBJECT: COMPLAINT REGARDING THE WATER COLOR**



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Attached, please find a copy of the report received today from the Health Department regarding the investigation into the water color complaint featured in a story by Channel 5 WPTV (also attached) last week. Based on the samples taken by the Health Department on Tuesday, March 22, 2017, no bacteria was present.

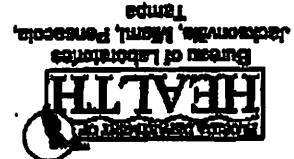
On Friday, March 24, 2017 and Monday, March 27, 2017, staff visited the residence based on the address that was given by the Health Department, at no time did anyone respond.

While the Utility District was not aware of the concern or issue raised by the customer, the Utility District takes the issue serious and will continue to monitor that area and address any issues that may arise.

Should you have any questions, please contact my office.

TFP

C: Jonathan Evans, City Manager  
Danny Jones, Deputy City Manager  
Department Staff



604293

**SAMPLE SUBMISSION FORM FOR DRINKING WATER BACTERIOLOGICAL ANALYSIS**

Press hard, (3) copies (Page 1 of 1)

Analysis Requested: (please check all that apply):  
 Standard Coliform Test  
 Other:

**RECEIVED**

MAR 2 9 2017

MIAMI

Bureau of Laboratories Only

MAR 23 2:39 PM

Sample Temperature  $\leq 15^{\circ}\text{C}$ ; on ice; not on ice  
 Chlorine Check: not detected; detected  
 \*This sample does not meet the following NELAP requirements:

System/Owner's Name: Complaint  
 County: PR  
 Collector: S. Parkin  
 Collector Phone #: 561-837-5954  
 Collection Address: Terrace Dr  
 Collection City: WPR  
 Collection State: \_\_\_\_\_  
 Collection Zip: 33407

Comments: SP Complaint  
 The following information must be completed if requesting DEP compliance drinking water analysis  
 System ID Number: 50-91-150888  
 System Phone Number: N/A  
 District: \_\_\_\_\_

Type of Supply (check appropriate box):  
 Community water system  
 Noncommunity water system  
 Swimming Pool

Type of Sample (check appropriate box):  
 Private well  
 Community water system  
 Noncommunity water system  
 Bath Cleanse  
 Replacement  
 Repeat

Limited Use system  
 Other

| Col. No. | Sample Point/Location                  | Date Col. | Time Col. | Raw Dir. | Resid. Cl. | pH | Analyte Method: |            | Lab Number     |
|----------|--|-----------|-----------|----------|------------|----|-----------------|------------|----------------|
|          |  |           |           |          |            |    | MTF             | NTF        |                |
| 1        | Hydrant in Road 3-2-17 2:00<br>of 4850 | 3-2-17    | 2:00      |          |            |    | Coliform        | Resid. Cl. | HEALTH 7000030 |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |
|          |  |           |           |          |            |    |                 |            |                |

Average of Disturbance Residues  
 Disturbance Residues Analyze Method: DPO Other: \_\_\_\_\_  
 Disturbance Analyze Certified Operator: \_\_\_\_\_

DEP Community & Noncommunity,  $\leq 4800$  pop.  
 not including raw or plant samples in avg.

- Satisfactory
- Incomplete Collection Information
- Repeat Samples Required
- Replacement Samples Required

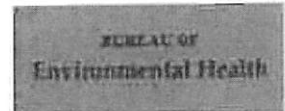
Date Reported: \_\_\_\_\_  
 Reviewing Official/Title: \_\_\_\_\_

Name and Mailing Address of Person to Receive Report  
S. Parkin / PCHD  
PO Box 24  
800 Clematis St WPR 33402

All tests are performed in accordance with NELAP standards.  
 A = coliforms absent; P = coliforms present; C = coliform  
 MTF = SM222B + D; MTF = 9221B + ECMAUG; MMOVAVG = SM222B;  
 HPC = SM9215B



*Environmental Health Database*



Session Time Remaining: **19:55**      Home | Syrus Partian | Palm Beach | Logout | 3/27/2017  
 | Barcode:

**Need More Help?**

Complaint Home | New Complaint | Search | Administration

- Complaint Home
- Manage Actions/Cases
- New Complaint
- Search
- Administration

## Complaint Investigation Condition Manager

**Complaint Investigation Number 50-99-250888**

**Complaint Conditions**

| Date       | Condition     | Inspector     | Condition Details   | Select |
|------------|---------------|---------------|---|--------|
| 03/24/2017 | x - (Good)    | Syrus Partian | The bacteriological result of 3-22-2017 is negative for presence of bacteria. This complaint is invalid. The complainant is anonymous, thus was not notified. The bacteriological result can be found at: Bureau of Water/3000 Compliance/3000.00WP 5099250888_3-22-17 Tortuga.   |        |
| 03/22/2017 | Investigation | Syrus Partian | The site was visited in the company of David Salas from the Riviera Water Utility System. Bacteriological water sample was collected from the only fire hydrant on the Turtuga Dr. The pH of the water was 8.13 and the total chlorine was 0.87 ppm. No abnormal taste nor odor was detected. The appearance of water was crystal clear with no color. The complainant was not notified since is anonymous. |        |
| 03/22/2017 | Notification  | Syrus Partian | Complaint was received via phone.   |        |

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WPTV

WEATHER TRAFFIC <sup>19</sup> ALL SECTIONS

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# Update: Tests come back clean from Health Department

BY: [Andrew Lofholm](#)

POSTED: 10:31 PM, Mar 22, 2017

UPDATED: 11:17 AM, Mar 24, 2017

Share Article

RIVIERA BEACH, Fla. - **UPDATE:** The county health department says the sample they gathered from the street testing site had acceptable levels for chlorine and odor. The bacteria level is at an acceptable level.

## **EARLIER:**

A water investigation is underway after a viewer called NewsChannel 5 saying the Riviera Beach water they get at their home isn't safe.

"You can see the different color in the water. It's not clear. That water's green," says resident Lennie Willis.

She says she complained about it earlier this year, with a sample. "I took water to them in January," she said.

But so far, hasn't heard from them.

Not taking any chances her family drinks exclusively from water bottles.

Not quite sure what we were looking at, we went across the street to her neighbor's house.

"There's some slight discoloration in the water," says the woman who lives across the street. "They seem to not want to do anything about it."

She showed us this wine glass filled up with tap water. Hard to tell if it was green or not.

Her family too, only drinks out of water bottles.

Another neighbor had the same problem.

"It was green last night," the neighbor says.

They too only drink out of water bottles.

"We're concerned anytime someone says there is an issue with their water," says Rose Anne Brown, Riviera Beach spokesperson.

On Friday, we took their complaint to the Riviera Beach water utility.

"We conducted some extensive testing in the facilities to determine if there were any issues, problems or whatever. The water tested great," Brown says.

She says this is the first they had heard of their complaints.

They are prepared to take their testing one step further.

"We would go into the customer's home if they would permit us," Brown says.

Willis likes that idea.

"They can do that," Willis said. "I just want them to do what's right, keep us healthy out here."

NewsChannel 5 also contacted the health department who tested the water Wednesday. A spokesperson said it would take at least 24 hours to get a result.