

Norcal Water Works

Public Meeting #3

July 15, 2026
6:30 p.m.



CALIFORNIA WATER BOARDS

SAFER PROGRAM

Attendee Expectations



Please hold off on questions or comments until the end of each presentation section.



You may fill out a comment card during the presentation or raise your hand after.



Everyone will have a chance to speak during the public comment period. Please remain respectful and civil during discussion.

Meeting Purpose

To explain why the State Board is pursuing the mandatory consolidation process for Norcal Water Works

To provide an update since the 2nd Public Meeting that occurred 9/28/2022

To review the statutory findings to issue the mandatory consolidation order

Agenda

- Norcal Water Works Background
- Mandatory Consolidation Process Overview
- Norcal Water Works Update
- Next Steps
- Public Comments/Questions





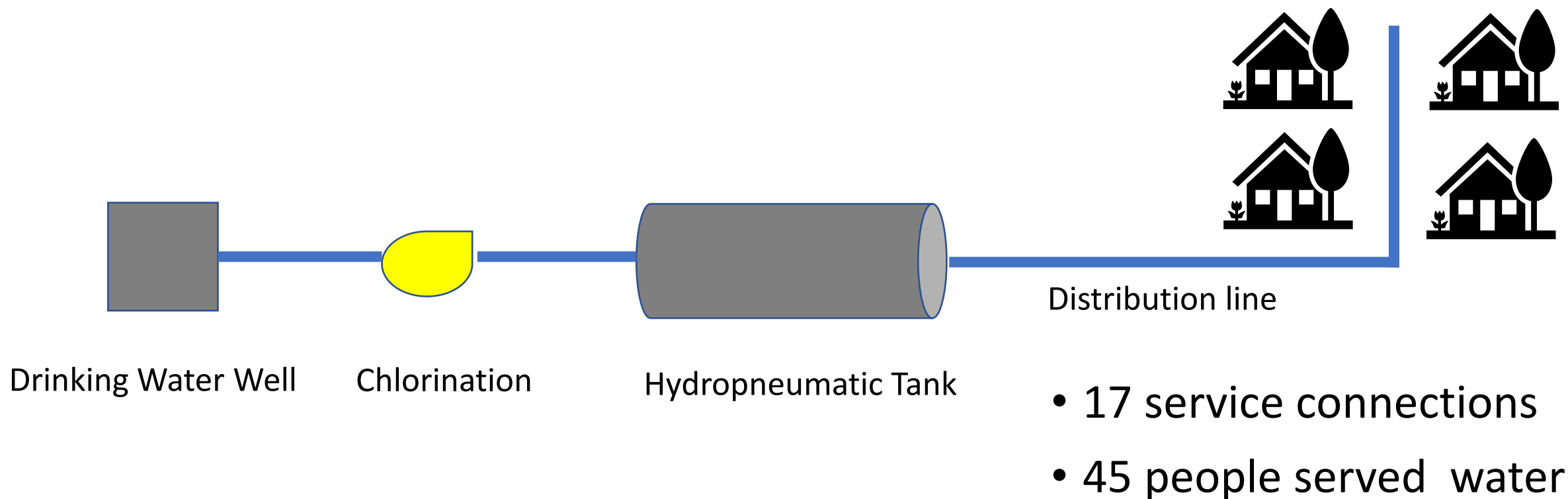
Water Board's Mission Statement

Preserve, enhance, and restore the quality of California's water resources and drinking water for the protection of the environment, public health, and all beneficial uses, and to ensure proper water resource allocation and efficient use, for the benefit of present and future generations.

Norcal Water Works Background

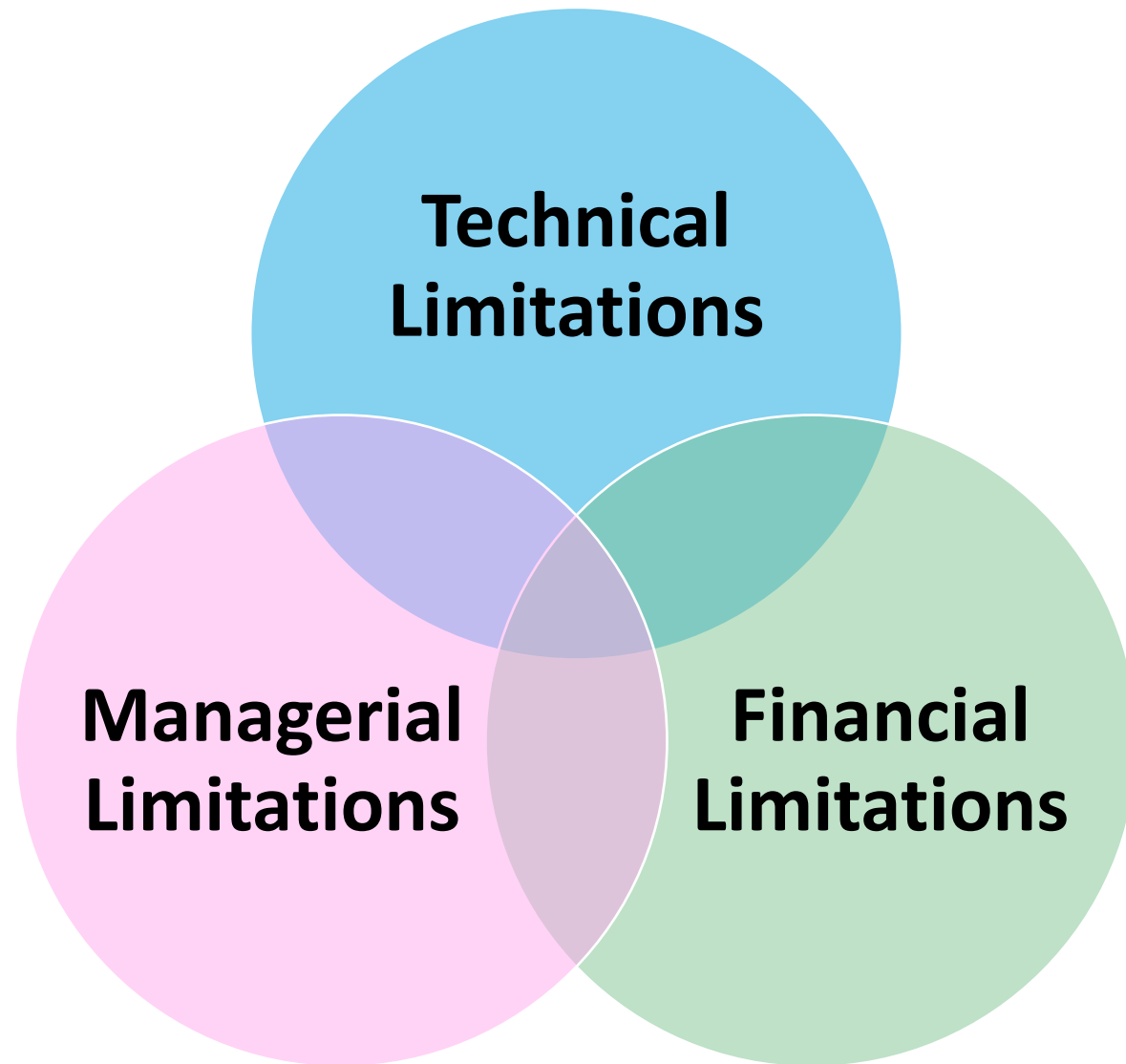
Maritza Flores Marquez, PE
Water Resource Control Engineer
Division of Drinking Water, SAFER

Water System Basics



Required to have a certified distribution operator

Concerns



Technical Limitations

Water Quality

- Sept 2019 – Mar 2020, no Bacteriological samples were taken
 - Mar 13, 2020, a boil water order was issued
- May 2022, potential risk of surface water contamination identified from lack of chlorination, large crack on the well-head slab, & no casing vent
- Effects of potential bacteriological contamination are:
 - Diarrhea
 - Vomiting
 - Cramps
 - Nausea
 - Fever, etc.



Technical Limitations

Enforcement Actions and Violations

- Enforcement Action issued for missed bacteriological samples from December 2019 and March 2020
- Other violations include:
 - Failure to employ a chief and shift distribution operator that meets the necessary requirements
 - Failure to submit an electronic annual report for reporting year 2019 and 2020, and failure to provide reliable contact information in the 2018 report
 - Failure to distribute the 2019 and 2020 Consumer Confidence Report to consumers and the Tehama County LPA by July 1, 2020
 - Failure to report a free chlorine residual on the chain of custody for the routine bacteriological sample collected in July 2020
 - Failure to provide a second source of domestic water, or storage, capable of meeting the maximum day demand



Managerial Limitations

- Lack of staff – No certified distribution operator
 - The operation and maintenance of the water system is put at risk without an operator to oversee the water system and chlorinator
 - The necessary water quality testing is not performed
- Lack of communication from the water system
 - He only occasionally responded to emails
 - He did not respond to phone calls
 - Mail sent to his address was often returned to sender



Financial Limitations

- Payment due to Cranmer Engineering & Laboratory for sampling and operator fees
 - \$1,175 past due
- Payment due to Pacific Gas and Electric (PG&E)
 - Water system stated it was withholding payment to PG&E until they were paid restitution from the PG&E lawsuit settlement for the Camp Fire
- Payment was owed to the State Board

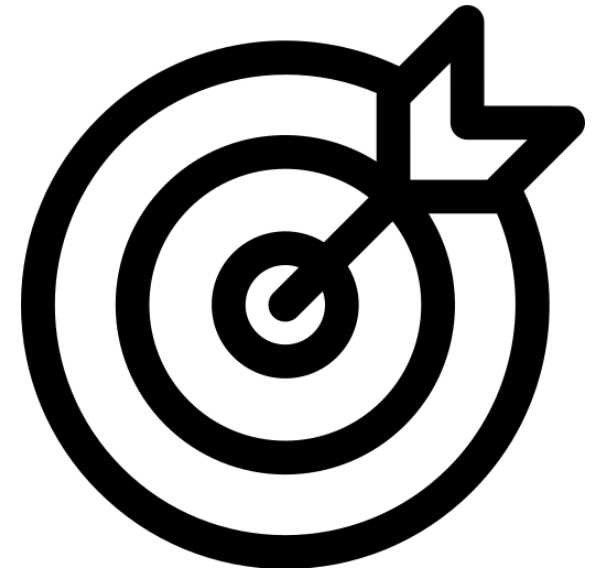


Mandatory Consolidation Process Overview

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Goals for Mandatory Managerial Consolidation of Norcal Water Works with Del Oro Water Company

- The State has the authority to order consolidation between two systems.
- Goals:
 - Safe and reliable drinking water
 - Complete necessary improvements
 - Maintain community engagement
 - Oversee implementation of long-term consolidation solution



Definitions

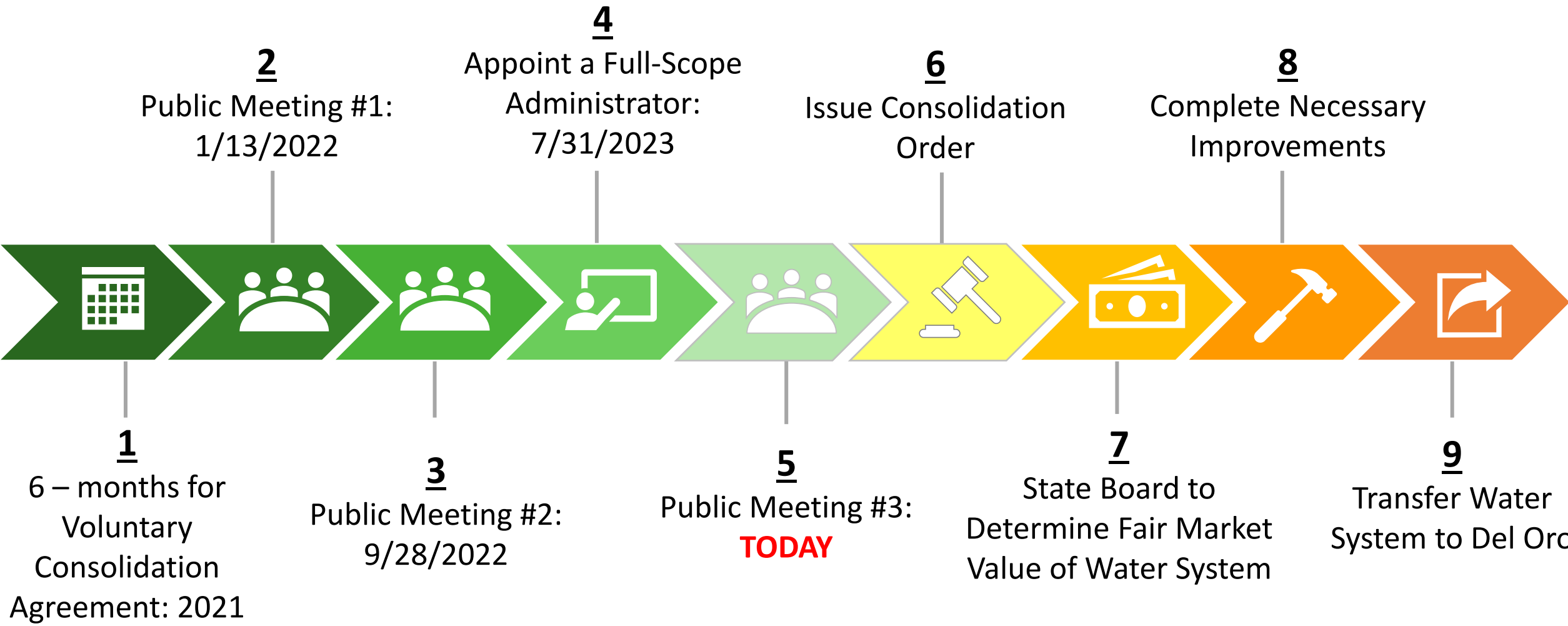
- **Consolidation:** The joining of two or more water systems. Typically, a smaller system is absorbed into a larger water system. Applicable when:
 - The subsumed system is a disadvantaged community ✓
 - “Documented” water quality or quantity issue(s) ✓
 - There is an adequate and sustainable water system nearby ✓
- **Managerial Consolidation:** Combining management of multiple water systems under one organization to improve coordination and efficiency. There is **NO** physical connection (ex. Pipeline)

Why is the State Board Pursuing Mandatory Consolidation?

- State Board determined that Norcal Water Works is at-risk of consistently failing to provide an adequate supply of safe and affordable water to its customers
- Del Oro Water Company identified as best partner due to proximity
 - System will be absorbed and operated by Del Oro
 - Residents will receive water through Del Oro's system



Consolidation Process



Norcal Water Works Update

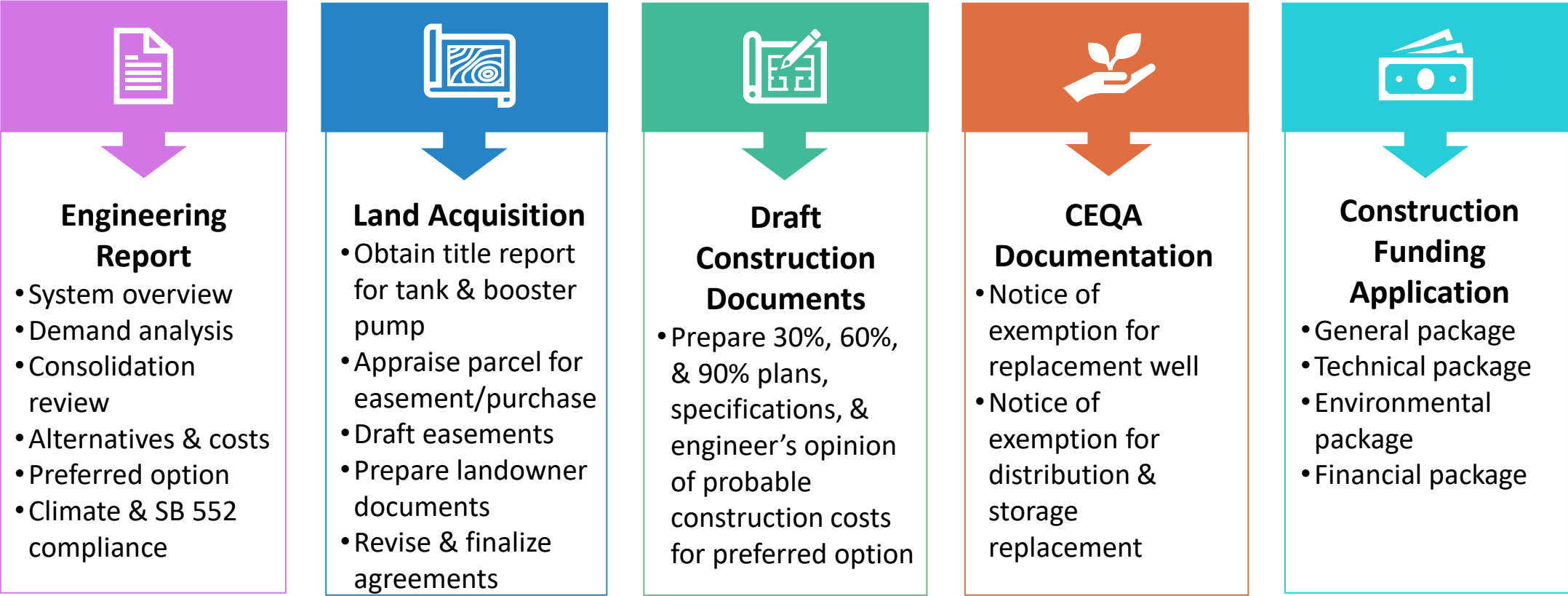
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Administrator Appointment

- Provost & Pritchard
 - Appointed administrator on 7/31/2023
 - Has full control of the system, including operations, construction, and finances
 - Facilitates water system consolidation
- Duties include running the system, engaging the community, and planning for long-term improvements



Technical Assistance



Supports long-term solution of a replacement well, storage, and distribution replacement.

Next Steps

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Next Steps

- State Board intends to exercise its authority to order consolidation of the water systems
- Consolidation Order will be issued by the State Board
- The systems will have the opportunity to petition the Order
 - A petition must be received by the State Board within 30 days of date of issuance of the Consolidation Order.



Statutory Findings

1. The potentially subsumed water system has consistently failed to provide an adequate supply of safe drinking water.

- Repeated nitrate MCL violations in Well 02
- Occasional failure to monitor nitrates, lead and copper, total coliform, disinfection byproducts, & 1,2,3-TCP in Well 02
- Well 01 exceeded the nitrate MCL in Q4 2018
- Well 01 does not reliably supply customers, the system draws on the contaminated Well 02 during high-demand summer months & relied solely on Well 02 for its water supply in 2017 while Well 01 underwent rehabilitation
- Lacks sufficient uncontaminated water supply to meet maximum daily demand throughout the year
- Lacks storage capacity for fire flow requirements & domestic storage requirements



Statutory Findings

2. Reasonable efforts to negotiate consolidation or extension of service were made.

- The Division of Drinking Water participated in multiple meetings with Norcal Water Works & Del Oro regarding the consolidation of the water systems
- A voluntary consolidation agreement between Del Oro & Norcal Water Works was not achieved during the 6-month negation period that ended on May 17, 2022



3. Consolidation of the receiving water system and subsumed water system or extension of service is appropriate and technically and economically feasible.

- Preliminary engineering report dated 1/9/2026 concluded that managerial consolidation with Del Oro is the most feasible solution, both technically and financially, it provides Norcal Water Works with a reliable water system & long-term system management
- Selected alternative includes the installation of meters & transfers responsibility for running the water system away from Norcal Water Works to Del Oro
- Capital costs fall within cost-per-connection funding limits for DWSRF grant funding



Statutory Findings

4. There is no pending local agency formation commission process that is likely to resolve the problem in a reasonable amount of time.

- Tehama County LAFCo was contacted Spring 2026. There is no current LAFCo known process that is likely to resolve the problem in a reasonable amount of time.



5. Concerns regarding water rights and water contracts of the subsumed and receiving water systems have been adequately addressed.

- Current source of water supply for Norcal Water Works' water system and Del Oro's water system is groundwater
- The local groundwater basin is unadjudicated; therefore, there are no currently known issues regarding water rights and water contracts of the two water systems



Statutory Findings

6. Consolidation or extension of service is an effective and cost-effective means to provide an adequate supply of safe drinking water.

- Preliminary engineering report dated 1/9/2026 concluded that managerial consolidation with Del Oro is the most feasible solution, both technically and financially, it provides Norcal Water Works with a reliable water system & long-term system management
- Selected alternative includes the installation of meters & transfers responsibility for running the water system away from Norcal Water Works to Del Oro
- Capital costs fall within cost-per-connection funding limits for DWSRF grant funding



7. The capacity of the proposed interconnection needed to accomplish the consolidation is limited to serving the current customers of the subsumed water system.

- Selected alternative is limited to serving the current customers of Norcal Water Works



Public Comments/Questions

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Water Resource Control Engineer
Division of Drinking Water, SAFER

Public Comment

- Speak your comment:
 - Please raise your hand.
- Written comments can be submitted today, or addressed by mail or email
 - Maritza Flores Marquez, State Water Resources Control Board – Division of Drinking Water, 1001 I St 17th floor, Sacramento, CA 95814
 - Email: DDW-NorCalEngagement@waterboards.ca.gov
 - Phone number: (916) 341- 5745

Thank you!

Contact us!

DDW-NorCalEngagement@waterboards.ca.gov