



Staff Reports

July 18, 2024

TO: BCSD Board of Directors

FROM: Elaine Cervantes

RE: Staff Report

Cc: Marisol Camacho, Pete Cerna, Morelia Avila

Board Members,

Low Water Pressure

As most of you have heard, several residents near 3rd Street between "F" & "E" Street have experienced very low water pressure, loud noises throughout the piping in their homes, and brownish water. As soon as these calls were made to the district, we immediately contacted our water operator.

On July 5, 2024, at 10:47 PM, I contacted Mountain Valley Environmental, our District Water Operator, regarding the situation. They immediately drove out to Biola and worked on Well #4 until around 1:30 AM. They discovered that there was too much air in the hydro tank and manually removed the excess air. The dirty water resulted from air and water scouring the sides of the pipe, which caused low pressure, mud in the water, and loud noises in the pipes. The higher usage of water in the system caused the pump to run more frequently, introducing more air into the tank. The shorter cycles did not give the air relief valves enough time to remove the excess air.

Mountain Valley Environmental followed up with each affected resident to ensure their water was running sufficiently. They explained that these issues are random and could not have been detected until now. They also clarified that these problems are unrelated to the current construction on the other side of town.

Mountain Valley Environmental has issued a statement regarding the events that have occurred.

"Dear Customers,

The low-pressure event that happened on July 4th was a result of a malfunction at one of the well sites that allowed air to be pushed into the water distribution system from one Biola's wells.

MVES responded late that evening to investigate the issue. Once the cause of the low pressure and air was determined, repairs were completed that night and staff flushed from multiple points in the system to remove any remaining air. MVES also made direct contact with customers who brought these issues to the District's attention.

Staff returned the following morning to ensure that well operations had returned to normal.

This occurrence was unfortunate but has since been remedied. We continue to monitor operations to ensure that we are providing drinking water that meets expectations for pressure and quality.

The improvement project happening in Biola did not contribute to any of the events experienced by customers on July 4th. Though construction crews are using water to complete their work, the drinking water system isn't included in the scope of their current project. Likewise, they are not allowed to access the water system in any way to complete their construction activities”

ARPA Project

This Project has started on the Eastside of Biola Avenue between “F” and “E” Street. Will be completed sometime in the next few weeks.

California Energy Commission

2nd payment of Sitelogiq is now due in the amount of \$28,037.06 Solar Panel project that started in 2018.

ATP 5 Biola Community Sidewalk Improvement Project

Beginning June 17, 2024 work will get started for the Biola Community Sidewalk Improvements project on Biola Avenue from Shaw Avenue to G Street. Construction activities will primarily consist of storm drain, electrical, concrete and asphalt improvement. This project is anticipated that all work will be complete on or before September 11, 2024.

Community Center Kitchen Freezer and Refridgerator

The refrigerator and freezer in the community center have finally stopped working. We had a technician come out to service the refrigerator, and they stated that the compressor went out and the repair would cost approximately \$4,000. Currently, we are borrowing a refrigerator until we decide on a permanent solution.

Fresno City College Computer Literacy Classes

The Literacy Classes are now over. The last day was July 9, 2024. We thank Fresno City College for bring these opportunities to Biola. We will revisit phase II of the Literacy Classes later this fall to see if funding is available once again to provide them to our community.

Community Outreach

Biola Chamber of Commerce Annual Biola Raisin Festival will be held on Friday, September 13, 2024 thru Sunday, September 15, 2024

Fresno EOC Food Services – Free Healthy Meals for Kids ages 1-18 (Summer Meal Program) June 10, 2024 to August 9, 2024 Monday – Friday at the Biola Community Services District this is now a Grab and go

BOARD PACKETS – Agendas and Board Packets will be sent by email effective August 1, 2023. If a hard copy is needed copies will be available at the office for pickup at your convenience, every Friday before the scheduled Board Meeting of every month. Thank you for your patience as we try and be a little more efficient with staff time and safety.

As a reminder the office hours are as follows:

Monday – office closed

Tuesday – 8:00am –5:00pm

Wednesday – 8:00am –5:00pm

Thursday – 8:00am – 5:00pm

Friday – 8:00am – 2:00pm