

From: (b) (6) Privacy
To: Gary.Duck@athensclarkecounty.com
Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com; Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille; Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov; Dexter.Hunter@athensclarkecounty.com; [Cobb, Wilda](#); ["Adam M. Cain"](#); [Riley, Pamela](#); [Giattina, James](#); [Title VI Complaints](#)
Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door, was: RE: Green Water
Date: Monday, November 30, 2015 12:36:04 AM

Mr. Duck,

In the last 8 years of living in Athens Clarke County (minus one year in Oconee County) I have seen all sorts of things happen with the local government. I have also seen all sorts of things happen with the Water Department. From ACC restricting water for watering gardens when Atlanta and the rest of Georgia had unrestricted watering of gardens, to Marilyn Hall looking at me like I had grown two heads when I suggested that reasonable accommodations be made for the elderly and disabled regarding watering their gardens (I'm a Master Gardener certified at Cornell and schooled in water conservation), to my recent foray in trying to attain reasonable accommodations for myself with ACC Water (denied because they had no record of having been asked for those accommodations before – wrong reason for a denial.)

But I have never seen the kind of horse manure the group of you have engaged in over the last two months.

I have ascertained what is wrong with the water that ACC is furnishing to my house. I am waiting for one more piece of information before I go forward with the information. In the process of figuring this out, it became clear that both the EPA and GA EPD knew from the outset exactly what was wrong with the water in my house, and they also knew that it was not because of my plumbing or the PRV. I would bet that ACC Water also knew, because this particular water problem doesn't happen in a vacuum and although various houses along a street may not be affected, if one is affected, then other are affected.

I also know that, despite any assurances from ACC Water when they were on my property that what was happening was 1. Only at my house and 2. Not a health and safety issue, this issue IS a health and safety issue, especially for people who are immune compromised, who are disabled/medically fragile, and who take certain medications.

I also know that the various treatments for this water issue put chemicals and additives into the water supply that create health and safety issues for the above mentioned populations, especially those who take certain medications. (One of the medications that both my daughter and I take is facilitated in the bloodstream by one of the chemicals you use to treat the water for this issue, and can actually create not only a need to increase the medication but a temporary overload of the medication in our systems. This drug when overloaded causes coma. Another medication that I take had not been working properly and my neurologist quadrupled my dose. It is highly likely that the chemicals in the water used to treat this issue have affected the efficacy of this medication. Again, this drug can cause drastic health consequences when overdosed and when underdosed it causes drastic personal consequences – a taser-like neurological pain.) Having recently had to quadruple

my dose of (b) (6) Privacy – for the first time in ten years of treating this condition – this has been a truly horrific experience for me. I have ruled out all other possible variables.

I also know that many municipalities are dealing with this water issue – from Northern California to Australia – and that a definitive solution has yet to be found.

Given the above, let's talk about what happened.

Athens Clarke County Water Department (PUD) lied to me when it said the problem was caused by my house. PUD lied to me when it said the problem was not ACC Water/PUD. PUD lied to me when it said PUD couldn't fix it. Perhaps the guys who were lower down on the totem pole did not know what this water issue was, but most certainly the managers and Mr. Duck knew exactly what this was. ACC Water was betting on me not figuring this out. And by telling everyone not to talk to me, ACC Water stymied the flow of information.

EPA lied to me when it said it would have a solution by a certain date. Two weeks after their self imposed deadline and I still haven't seen a solution. EPA also lied to me when Mr. Giattina said the EPA did not issue a gag order. Someone at the EPA told GA EPD and ACC Water not to talk to me, likely under the auspices of "we will handle it." I still don't see how EPA can legally mandate a state agency and a local agency to not talk to their customer – perhaps you can show me the law/code, but I have confirmation that this occurred in some form. EPA lied to me when it basically stated up front that it didn't immediately know what was going on. EPA knew from the first picture exactly what was going on. In fact, EPA funded research on this issue.

GA EPD had the good sense to stay quiet, but then again, it's a bad thing to ignore a citizen of the great state of Georgia. I worked with GA EPD for a year in my early 30's and I had great respect for the EPD until now. And knowing what I now know, I know that GA EPD had to have known what this was from the first picture. Because this happens all over Georgia.

Because of the group of you – lying, cheating, having me chase my own tail – I have wasted an inordinate amount of time. That truly pisses me off. I do disability advocacy and I am working on a few large issues, and they need my time, as does my daughter. I don't need to be running after people I already pay to figure out these problems for me and for all citizens in ACC. It's your job to timely tell me what is going on.

Because of the group of you my daughter and I have been exposed to this water issue two months longer than we should have. Actually, a lot longer than that. If ACC Water had admitted that this water issue existed in our county, and had described how to assess the issue – deep tub/basin, light colored – not only would ACC know how many of its water customers were affected by this issue, but I would have known in August that this house had a water supply with this problem. As earlier stated, for (b) (6) Privacy disabled/medically fragile, this water issue matters.

And because of what ACC Water/PUD has chosen to do – leave us in the dark, screw around for two months, not address my emails, try to blame this on my home plumbing instead of the water supply,

etc. – I am done paying ACC Water for any water use until this situation is remedied. Let me be clear. I am not paying my current or any other water bill while I live in this house until this water issue is fixed. ACC Water is going to keep my water on, and is going to keep me informed as to progress with this water issue.

In fact, I am formally requesting that ACC Water refund all monies I have paid for water since occupying this house. Let me tell you, refunding me is nothing compared to what I have gone through with my disabilities and medications because you refused to tell me what was going on.

If you cut off my water for nonpayment, I will sue ACC Water for fraud, failure to protect public health, failure to warn, etc.

You say you can't fix the problem? Yes. I already know that. It's a complex issue with multiple factors.

But what if I mobilized this entire neighborhood? Or the neighborhood attached to this neighborhood? See, it's not correct to ask just if anyone's seen green water. It's correct to ask them to fill their tub and see if they see any color in the water. The first few people will be a tough sell, and after they see the color in the water, it won't be so tough anymore.

But, there there's the disability advocacy I do. I can mobilize Athens Clarke County regarding colored water or I can do disability advocacy. So this is the deal. You do as I requested. You refund any water bills I have paid since occupying this house. You continue to make water available at no cost to my house. You fix the problem, as best you can, and you tell me what you are putting through the pipes to fix them. Then you start telling your customers about this water issue, that it's a tough one to fix, that other municipalities are also affected. You tell them how to filter their water for minimum affect, you tell them what chemicals you are putting through the system to raise the pH and make the water alkaline, you talk about carbonate and other chemicals/additives and what they may do. You talk to them about anaerobic bacteria and corrosion. You stop lying, and I'll not mobilize Athens about this water issue.

Before you make a decision you should Google **(b) (6) Privacy** That page is there because of 18 months talking to Katie Biber, **(b) (6) Privacy** lawyer. You should also Google **(b) (6) Privacy** That map is there because of 18 months of advocacy. Then there are things you cannot see, like Delta's uncovered breastfeeding policy, championed by one young mom and me. Or my work with Microsoft to get them to give up the "separate but equal" thing they have going on with disability tech support. I'm already a year into the Microsoft advocacy and the people who need to read my emails. Because what I do matters. There's lots more but there's two that are visual. As you should know by now, I'm relentless. When I know what I am doing is right, I don't give up.

I know I'm right about this one. I'm so confident, I'll sue ACC Water, GA EPD and the EPA over this one if you guys don't start behaving.

ACC Water's promotional materials state the following:

From ACC Water report 2014:

“Ongoing tests and adjustments help to ensure that your water is always safe to drink and pleasing in taste, odor, and color”

“Your water, treated and delivered by the PUD, meets or surpasses all state and federal standards for safe drinking water.”

Statement number one is fraud. As earlier stated, ACC Water/PUD knows of this colored water issue. And statement number two is fraud. The particulate matter creating this color in the water makes the water at least marginally unsafe for consumption.

And because you aren't furnishing the above, I am owed a refund, and no other charges until you furnish me with the above.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Friday, November 27, 2015 3:00 AM

To: 'Giattina, James'; 'Title VI Complaints'

Cc: 'ADA.ComplaintAdmin@usdoj.gov'; 'Adam.Minchey@athensclarkecounty.com';

'Bill.Berryman@athensclarkecounty.com'; 'Campbell-Dunbar, Shawneille';

'Michelle.Stroud@athensclarkecounty.com'; 'molly.moran@usdoj.gov';

'Dexter.Hunter@athensclarkecounty.com'; 'Cobb, Wilda'; 'Adam M. Cain'; 'Riley, Pamela';

'Gary.Duck@athensclarkecounty.com'

Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door, was: RE: Green Water

It's my understanding that someone (I was told EPA) issued what amounts to a gag order in dealing with me and that it covers three entities – EPA, GA EPD and ACC Water Department.

That would actually make sense, otherwise taking over 6 weeks to troubleshoot a water problem likely not caused by internal plumbing (read: ACC Water responsibility) would be incompetence.

And given I get absolutely no response to my emails from ACC Water, it looks awfully like a gag order. The no response from ACC Water has been pretty much from the start, but I figured they would pull out the keyboard once EPA got involved. The fact that they aren't falling all over themselves showing how they are doing the right thing and keeping in touch with the customer also looks like a gag order.

Meanwhile I am not without resources.

And Ms. Riley is now overdue 11 days on her “solution.”

(b) (6) Privacy

From: Giattina, James [mailto:Giattina.Jim@epa.gov]
Sent: Wednesday, November 25, 2015 9:05 AM
To: (b) (6) Privacy Title VI Complaints
Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;
Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille;
Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov;
Dexter.Hunter@athensclarkecounty.com; Cobb, Wilda; 'Adam M. Cain'; Riley, Pamela;
Gary.Duck@athensclarkecounty.com
Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door,
was: RE: Green Water

Ms. Neihouse,

There must be some confusion. To my knowledge, EPA has not advised EPD or the ACC Water Department, or anyone else with regard to conversing with you in any manner. We are respecting your wishes to be contacted only by email.

Sincerely,
Jim Giattina

From: (b) (6) Privacy
Sent: Tuesday, November 24, 2015 10:16 PM
To: Giattina, James <Giattina.Jim@epa.gov>; Title VI Complaints <Title_VI_Complaints@epa.gov>
Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;
Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille <Campbell-Dunbar.Shawneille@epa.gov>; Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov;
Dexter.Hunter@athensclarkecounty.com; Cobb, Wilda <Cobb.Wilda@epa.gov>; 'Adam M. Cain' <amcain@adamcainlaw.com>; Riley, Pamela <Riley.Pamela@epa.gov>;
Gary.Duck@athensclarkecounty.com
Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door,
was: RE: Green Water

Clarification: Please substitute Title VI for Title IV. I am currently on a very high dose of (b) (6) Privacy meds and they make processing difficult. It's a result of one of my disabilities.

And of note: since I did not fill my tub prior to the PRV pressure change, none of us have any idea if this condition existed prior to the PRV pressure change.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Tuesday, November 24, 2015 7:15 PM

To: 'Giattina, James'; 'Title_VI_Complaints@epa.gov'

Cc: 'ADA.ComplaintAdmin@usdoj.gov'; 'Adam.Minchey@athensclarkecounty.com';

'Bill.Berryman@athensclarkecounty.com'; 'Campbell-Dunbar, Shawneille';

'Michelle.Stroud@athensclarkecounty.com'; 'molly.moran@usdoj.gov';

'Dexter.Hunter@athensclarkecounty.com'; 'Cobb, Wilda'; 'Adam M. Cain'; 'Riley, Pamela';

'Gary.Duck@athensclarkecounty.com'

Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door, was: RE: Green Water

Importance: High

Mr. Giattina,

I understand that the EPA mandated several weeks ago that the EPA, the EPD, and the ACC Water Department should not converse with me/reply to my emails/provide technical guidance.

Well, ain't that swell. Meanwhile I have six weeks of green water coming out of my faucets, with two seriously ill people living in the house.

So that leaves me wondering why the EPA would possibly tell the people who might be able to help me figure out what's wrong with my water quality (especially after an ACC Water employee who saw my system and saw the green water told me it's not my PRV) not to contact me. Is it because I am angry at how I have been treated? You know, many angry women in history have been right, and many men have tried to make them sound crazy. Is it that you don't want anyone else to "misspeak" (read: take responsibility for something you don't want them responsible for)? Or is it because I'm disabled and you somehow think that an angry disabled person equals crazy (see earlier sentence about angry women in history)?

In any case, choosing to not correspond about a pressing issue that negatively effects two disabled people who have environmental allergies is a violation of the ADA, Section 504, and it may be a violation of Section 508 (depending on your federal/state status.) But it definitely is a violation of Title IV because I assume that GA EPD and ACC Water both receive EPA funds in one form or another. And it's a violation of Title IV by the EPA – if that is possible but I think it is (this will serve as an OCR Title IV complaint against the EPA, GA EPD and ACC Water Department.)

You know, you guys just need to grow up. You need to trust your constituency, that what they are telling you is the truth, and that they have nothing to gain but clean water. It's really a shame to find out that EPA has been playing a chess game. And I still have green water.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Friday, November 20, 2015 11:17 PM

To: 'Giattina, James'

Cc: 'ADA.ComplaintAdmin@usdoj.gov'; 'Adam.Minchey@athensclarkecounty.com';
'Bill.Berryman@athensclarkecounty.com'; 'Campbell-Dunbar, Shawneille';
'Michelle.Stroud@athensclarkecounty.com'; 'molly.moran@usdoj.gov';
'Dexter.Hunter@athensclarkecounty.com'; 'Cobb, Wilda'; 'Adam M. Cain'; 'Riley, Pamela';
'Gary.Duck@athensclarkecounty.com'

Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door,
was: RE: Green Water

Mr. Giattina,

I find it highly inappropriate that any of your staff is 1. Promising something and not delivering it on time; 2. Attempting to craft a solution without my buy in and participation; and 3. Not say more to me in 5 weeks than a few sentences when a serious issue has occurred in our dwelling regarding our water supply (and, hey, we just happen to have (b) (6) Privacy and (b) (6) Privacy among other disabilities. Like, just for fun, I'm seeing (b) (6) Privacy on Monday to discuss (b) (6) Privacy. Sure, I want to have (b) (6) Privacy when I don't know what's in my water supply.)

After all, this week we have ascertained that it is most probable that the green water coming out of our faucets is not due to adjusting the PRV in our house, nor the state of the pipes, but is a problem caused by ACC Water.

One of the big issues I've been complaining about regarding ACC Water has been lack of appropriate communication, a lack of appropriate process, and as a result, lack of appropriate actions. That is sounding like EPA right now.

(b) (6) Privacy

From: Riley, Pamela [<mailto:Riley.Pamela@epa.gov>]

Sent: Friday, November 20, 2015 8:24 AM

To: (b) (6) Privacy Gary.Duck@athensclarkecounty.com

Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;
Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille; Giattina, James;
Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov;
Dexter.Hunter@athensclarkecounty.com; Cobb, Wilda; 'Adam M. Cain'

Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door,
was: RE: Green Water

Good morning Ms. Neihouse,

Please accept my sincere apologies as I finalize things in reference to your drinking water issue, it is taking longer than anticipated. Please trust that we are working diligently to provide you with a solution to your drinking water issue.

Thanks,

Pamela Riley,

riley.pamela@epa.gov

(404) 562-9419 Office

From: (b) (6) Privacy

Sent: Wednesday, November 18, 2015 1:21 AM

To: Riley, Pamela <Riley.Pamela@epa.gov>; Gary.Duck@athensclarkecounty.com

Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com; Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille <Campbell-Dunbar.Shawneille@epa.gov>; Giattina, James <Giattina.Jim@epa.gov>; Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov; Dexter.Hunter@athensclarkecounty.com; Cobb, Wilda <Cobb.Wilda@epa.gov>; 'Adam M. Cain' <amcain@adamcainlaw.com>

Subject: RE: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door, was: RE: Green Water

In the last several weeks I requested that ACC Water come to my house to check on what looked like a meter leak. Despite the soft, wet spot on my side of the meter, the ACC Water employees swore there wasn't a water leak. They said they got a good look at it and knew what they were talking about.

Fast forward to today, hang tag attached. Your employees left a hang tag on the door stating that it looked like we had a large water use, per the meter, and that there was a "leak past meter." You will note that the "leak past meter" verbiage is almost nonexistent, it is so difficult to read. If it's that important, why not ensure the homeowner or renter can read it?

So I relied on your employees to troubleshoot a water leak in my lawn and they told me there was no leak. But today I now have a leak on my side of the meter, likely where it was a month or more ago when your employees were out to see if there was a leak near my meter.

To call this behavior irresponsible would be to be kind. When a customer calls and says I think I have a leak near my meter, and your employees come out and say, "No ma'am we don't see a leak" even when there is a soft wet spot on the law my side of the meter, it's bad business practices, it's irresponsible, and it's a statement to your customers that you hold no value in their patronage. Oh, that's right. You're a monopoly so why would you care if you deliver sub-sub-subpar customer service and refuse to actually figure out if there's a leak? You should care. Two words: water wars. Two more words: green water.

If I were you I would go back through your paperwork and figure out who came to my house in the last few weeks to check for a meter leak and fire them. Then I would send someone out immediately – say Wednesday, November 18, 2015, between 2 and 4 pm – and have them figure out where the leak is coming from. Then I would pull the register from my meter. After all, I relied on ACC Water Dept.'s employees' assessment of the situation. If they had said, "Ma'am you have a leak," then I would have emailed my landlord to fix the leak. Meanwhile, I'm going to pay for a leak that your guys said did not exist but that now magically exists. And you know, mold/mildew/stones/debris/nasty stuff can all get into a house's plumbing from a broken line

coming from the main. Wow, wouldn't that be special if we have been drinking damaged water because your guys refused to actually troubleshoot a problem, all the while saying the water looked fine? Regardless of who is responsible for the repair, once your men take responsible for stating that a repair is not necessary, the county is responsible for any damage done had the customer known a repair was necessary.

I expect your (more talented, more excellent, more trained, i.e. the best you have) employees to show up between 2 and 4 pm tomorrow/today/Wednesday. I have been very ill due to disabling conditions so I really won't be in the mood for a lot of nonsense. I have a number of disabilities, but (b) (6) Privacy, has been very difficult lately. Hence, I might not be able to speak well or at all if it's bothering me while your employees are here. Hence, email as a preferred method of communication.

And Ms. Riley: what happened to Monday?

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Monday, November 16, 2015 2:53 PM

To: 'Riley, Pamela'; 'Gary.Duck@athensclarkecounty.com'

Cc: 'ADA.ComplaintAdmin@usdoj.gov'; 'Adam.Minchey@athensclarkecounty.com'; 'Bill.Berryman@athensclarkecounty.com'; 'Campbell-Dunbar, Shawneille'; 'Giattina, James'; 'Michelle.Stroud@athensclarkecounty.com'; 'molly.moran@usdoj.gov'; 'Dexter.Hunter@athensclarkecounty.com'; 'Cobb, Wilda'; 'Adam M. Cain'

Subject: Solutions and billing me for water to flush my system, was: RE: Lab Techs at my door, was: RE: Green Water

Ms. Riley,

To date you have not asked me any questions about what has happened, you have specifically left me out the conversation, and yet you assume to provide me with a response for a solution today. Leaving customers out of the loop while figuring out how to fix a problem they are experiencing is inappropriate and counterproductive.

Also inappropriate is the fact that ACC Water Dept. told me that they took my register off my water meter the Friday that Construction came out, and ACC Water Dept. specifically told me to flush my entire system, first cold and then hot, and that I would not be charged for the water used to do so; yet I just received a water bill for over \$50 (attached) for over 6500 gallons of water – at least 50% over what I normally use.

I want to be very clear.

When I complain about water problems and my water provider tells me they have taken the register off my water meter, and that I should repeatedly flush my entire system, letting it run for “hours”, and my water provider doesn't tell me it has put the register back on, despite my repeated requests

for this info, I am not responsible for the water charges on my account. Had ACC Water Dept. not told me that I would not be charged for flushing my system, and had they told me when the register was put back on (immediately it seems due to the water charges) I would not have flushed my system nor would I have continued to run enough water in my bathtub to check the color of the water every other day.

Of note is that we are very water conservative. We shower every other day conservatively, we run the dishwasher full only, we run the clothing washer as full as possible, and only to the water level appropriate for the amount of clothing, and we do not wash cars, water anything outdoors from our line, or in any way use a lot of water. My bill for last month's water is also attached for comparison.

Please also note that despite the fact that I went in on the 3rd, since I couldn't make it in on my daughter's birthday – the 30th – to pay the bill when it was due, and because I cannot use the online pay function (communicated in an earlier email and a violation of the ADA), I received a letter mailed the day after I made a payment. (Also attached.) This is germane because it shows that while ACC Water Dept. is quick to be punitive – cutting off water on the 12th, 3 days after the bill cycles, and less than 30 days after the customer receives the bill, but ACC Water Dept. is slow to be helpful. I.e. it is now 5 ½ weeks after I reported the green water, and aside from trespassing and theft, ACC Water Dept. has done nothing to assist me with this issue, but it has already sent me a letter saying my account was unpaid a day after I paid it, threatened me with disconnect less than 30 days from when I receive their bill, and charged me for water that ACC Water Dept.'s employees told me would be unbilled.

Of note: I also have no winter average to work from, despite the fact that we have prior been customers of ACC Water Dept. and they could work from an earlier winter average for us (discriminates against disabled people who need to wash a lot of clothing or use a lot of water cleaning due to disabilities; also discriminates against people who move frequently as they lose their winter average and are assigned a low winter average so ACC Water Dept. can charge into the second and third tier for water usage) meaning that any bill larger than 4500 gallons a month will push into tiers two and three. Hence, the 6660 gallon bill is billed at the highest cost it can be billed at – based on the “average” (low) winter average that everyone starts at when they move to a new house. (Again, discriminatory against anyone who does not stay at their location for a length of time.)

It was bad enough when I requested a reasonable accommodation of ACC Water Dept. to offset the very large amount of water we utilize when we move, as everything has to be washed, all clothing, anything in a box, etc. due to my daughter and my severe (b) (6) Privacy ACC Water Dept. refused to set our water rate to the lowest rate for the two months that I requested, to offset the fact that we have to use more water than other people who are not disabled as such. I was told that I would have to provide a legal precedent to gain the accommodation. But accommodations don't work that way. Accommodations are an interactive process. They don't have to have been given before to be considered. They are set up to ensure that disabled people have the same level of access as nondisabled persons. Yet, ACC as a whole doesn't understand nor wish to give accommodations. Nor do they wish to keep their word.

Despite using about 5500 gallons in August/September to clean everything in our house, our current bill for flushing our system multiple times is 1200 gallons more water. Which is one reason I am bringing it up.

So, from taking almost 6 weeks to “find a solution” for a disabled person who is at risk of environmental pollutants and allergens, to having ACC Water Dept. trespass, steal water, lie to me about sampling water, lie to me about who was paying for the water to flush my system, etc. I’m done. EPA has not done what it was supposed to do when there was tainted water in any house in the US. GA EPD has not done what it was supposed to do when there is tainted water in any house in GA. And ACC Water Dept. has not done what it was supposed to do when there was tainted water in any house in ACC.

And this is one water bill I will refuse to pay. ACC Water Dept. must adjust this bill and remove all water used to flush my system per their employees’ guidance.

When I got this water bill for 6660 gallons, I hit the roof.

And so should the EPA.

(b) (6) Privacy

From: Riley, Pamela [<mailto:Riley.Pamela@epa.gov>]

Sent: Friday, November 13, 2015 4:51 PM

To: **(b) (6) Privacy** Gary.Duck@athensclarkecounty.com

Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;

Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille; Giattina, James;

Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov;

Dexter.Hunter@athensclarkecounty.com; 'All American Plumbing'; Cobb, Wilda

Subject: RE: Lab Techs at my door, was: RE: Green Water

Good afternoon **(b) (6) Privacy**

I wanted to inform you that I have a few things to finalize on your drinking water issue, but I will be providing you with a response for a solution on Monday, November 16, 2015.

Again, I thank you for your patience while we worked collectively to provide you with a solution to your drinking water issue.

Thanks,
Pamela Riley,
riley.pamela@epa.gov

(404) 562-9419 Office

From: (b) (6) Privacy
Sent: Tuesday, November 03, 2015 5:18 PM
To: Riley, Pamela <Riley.Pamela@epa.gov>; Gary.Duck@athensclarkecounty.com
Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;
Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille <Campbell-Dunbar.Shawneille@epa.gov>; Giattina, James <Giattina.Jim@epa.gov>;
Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov;
Dexter.Hunter@athensclarkecounty.com; 'All American Plumbing' <aapathens@bellsouth.net>;
Cobb, Wilda <Cobb.Wilda@epa.gov>
Subject: RE: Lab Techs at my door, was: RE: Green Water

Thanks. It's still green in quantity in my tub. I'm filtering drinking water but that may not be adequate.

Question – how could you formulate a best solution without coming out and looking at the system?

Of note: While it's possible that the problem was caused by a change in the pressure in my house, ACC Water still must have a process in place to handle these issues. And if it was caused by a change in the pressure in my house, new plumbing standards should be applied to all plumbing education and licensing through the Secretary of State. In short, we should be talking process changes regarding what ACC does and what the state teaches as appropriate.

We are now at 3 ½ weeks. Just to remember. And we both have autoimmune issues. Again, just to remember.

Thanks,

(b) (6) Privacy

From: Riley, Pamela [<mailto:Riley.Pamela@epa.gov>]
Sent: Tuesday, November 03, 2015 4:33 PM
To: (b) (6) Privacy Gary.Duck@athensclarkecounty.com
Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;
Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille; Giattina, James;
Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov;
Dexter.Hunter@athensclarkecounty.com; 'All American Plumbing'; Cobb, Wilda
Subject: RE: Lab Techs at my door, was: RE: Green Water

Good afternoon (b) (6) Privacy

I wanted to inform you that EPA is still working with GAEPD and your water system to provide you with the best solution in reference to your drinking water issue and will have a response to you shortly. I would like to thank you in advance for your patience while EPA examines possible solutions

to your drinking water issue.

Thank you,
Pamela Riley,
Riley.pamela@epa.gov
(404) 562-9419 office

From: (b) (6) Privacy
Sent: Wednesday, October 28, 2015 3:34 PM
To: Gary.Duck@athensclarkecounty.com
Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;
Bill.Berryman@athensclarkecounty.com; Campbell-Dunbar, Shawneille <Campbell-Dunbar.Shawneille@epa.gov>; Giattina, James <Giattina.Jim@epa.gov>;
Michelle.Stroud@athensclarkecounty.com; molly.moran@usdoj.gov; Riley, Pamela
<Riley.Pamela@epa.gov>; Dexter.Hunter@athensclarkecounty.com; 'All American Plumbing'
<aapathens@bellsouth.net>
Subject: RE: Lab Techs at my door, was: RE: Green Water

Mr. Duck,

I am still waiting for Athens Clarke County Water Department to apologize for not following a timely appropriate process for ensuring my water was/is safe. I am also still waiting for ACC Water to apologize for showing up without an appointment, trespassing on my property and stealing water from my faucet to test it.

Mr. Minchey's emails have been entertaining but they have not suggested an appropriate solution, nor have they offered an apology from ACC Water for not appropriately responding to my emails nor for the violations of local, state and federal law.

Mr. Minchey has suggested that All American Plumbing, cc:d is responsible for the green water in my house because they did not appropriately purge the lines prior to changing the pressure on the PRV. That is quite possible. But the problem still exists of how ACC Water handled this matter, and how ACC Water trespassed on my property.

To date, you have not responded to one of these emails, as if to respond was beneath your dignity or rank. The odd thing is that the EPA district director did not find it beneath his dignity to respond.

I will leave this issue with the EPA Southern District to do as they have indicated – to work with GA EPD to ascertain where fault lies with this water issue and what is truly wrong with the water. Should the EPD and EPA find that it's the plumber's fault, I will contact the Secretary of State and ask that their license be suspended until an investigation can be made into what the plumber should have done. Should the EPD and EPA find that it is ACC Water's fault, I will make a similar type of request of the EPD that ACC Water "clean up" its act and its water. Without proper contact and monitoring I cannot ascertain who is at fault.

Mr. Minchey suggested an approach to this problem I cannot and will not back. I believe that ACC Water should apologize, and act like “big boys” so we can move on. Apologizing for not following process or violating the law doesn’t cost the tax payers or other water consumers anything. It doesn’t apologize for having “bad” water. In fact it doesn’t admit to having “bad” water. It just says, “I’m sorry we screwed up.” And it’s the “man up” thing to do.

I look forward to additional correspondence from the EPA and EPD.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Saturday, October 24, 2015 2:52 AM

To: 'Gary.Duck@athensclarkecounty.com'

Cc: 'ADA.ComplaintAdmin@usdoj.gov'; 'Adam.Minchey@athensclarkecounty.com'; 'Bill.Berryman@athensclarkecounty.com'; 'Campbell-Dunbar, Shawneille'; 'Giattina, James'; 'Michelle.Stroud@athensclarkecounty.com'; 'molly.moran@usdoj.gov'; 'Riley, Pamela'; 'Dexter.Hunter@athensclarkecounty.com'

Subject: RE: Lab Techs at my door, was: RE: Green Water

Mr. Duck,

I am disturbed by the attached email from your employee. He notified me that not only did your employees not obey my instructions when they showed up without an appointment (trespassing) and leave my premises (continued trespassing) but they engaged in theft by stealing a water sample against my express orders (I told them I would not allow to sample the water without an appointment.)

I am also disturbed that, in a town where environmental Phd’s are plentiful, you have employed a man who told me the equivalent of, “Your water’s not green because it’s clear”, and who doesn’t seem to understand that the color of water intensifies based on volume. I have supplied multiple photographs of green water in my house. I have no reason to put water in my bathtub and dye it. I just don’t have enough time in the day for pranks. So your employee’s assertion that my water is not green is specious.

Additionally, making the assumption that my neighbors’ water is not reading as green is significant is again specious. Since the water only reads as green in quantity, and most people don’t take baths, your people are asking the wrong questions. They should be asking my neighbors (more than just one as the construction guys did) if they are filling their bathtub and if so, what color the water happens to be.

If the level of copper in my water is within EPA tolerance levels, then there is something else wrong with the water in my house that is likely more serious. Otherwise, I wouldn’t still be having green water two weeks after initially reporting it. Just like the other times I have notified ACC Water of

water problems, there is no follow up, follow through or true problem solving. Hence, I am calling on the EPD and EPA to continue their investigation to ensure we have safe water.

At this point, two weeks after I notified ACC Water that green water was coming out of my tap, I would love to make a laughing stock of ACC Water, if only because ACC Water cannot seem to follow any sort of established protocol and ACC Water doesn't seem to see anything serious about green water coming out of my fixtures. But ACC Water has already made itself a laughing stock. When your employee condones trespass and theft, does not understand that colored water in small quantities can be seen as clear, and he cannot write a proper sentence wherein subject and verb agree, I don't have to put any effort into making ACC Water look bad.

My instructions were clear. If you want a sample of water to test, you have to apologize for inconveniencing myself and my daughter, you have to schedule an appointment with me at a time convenient for me, you have to talk to me about what tests are the right tests to run on this water, and then you have to behave in a professional manner. So far, you have done none of the above. In fact, you have done everything in your power to contravene my instructions.

I want to remind you that this is my property. I have a three year lease and during that time, I am in control of the property. If I say you are not welcome on my property without an appointment, then that is what happens. I do not take trespass lightly. You do not authorize your people to come on my property and take something that belongs to me. My next email will be to the chief of police to file charges for trespass and theft. My lawyer is bcc:d.

The ironic thing is that, by not making an appointment, your water techs missed the most interesting find of all – the rocks that came out of my fixtures, which I saved. How is it that over 2 months after we moved into this house, using a lot of water – all the way up to Tier 4, we suddenly have rocks coming out of our fixtures while having green water.

In the past, ACC Water has caused my household problems due to water quality. At one point, there was silt in our water. Our Pur filter clogged every 3 weeks or so, instead of lasting 8-10 weeks. Your people came out, sampled the water, ran some standard tests and basically told me I was nuts for bothering them. The problem is, they did not figure out what was going on. Between not doing the correct tests, and not taking the complaint seriously, the problem was never fixed. But it fixed itself a few months later when nearby construction stopped.

The moral of the story is that ACC Water does what is expedient, not what is right. Trespass and theft fall into the expedient category.

I am going to make this clear. If any of your employees show up at my house and knock on my door without an appointment, I will call the police. If any of your employees go past the easement on my property for utilities without my express permission, I will call the police. If ACC Water does not straighten up and fly right quickly, I will sue ACC for discrimination and retaliation under the ADA. I will also sue them for loss of services, harassment and any other charges as appropriate.

Meanwhile, you owe me several apologies, an explanation of why no one properly followed up from my initial emails, and water sampling AFTER discussion about a list of appropriate tests.

Tomorrow I plan on filling my tub again and taking a picture of it's "greenness." I can tell it's still "green" by the taste of the water, even after it's run through a Pur filter.

Oh, and about Mr. Dexter, he is completely ignoring anything I say, i.e. make an appointment. As such, he is no longer allowed to communicate with me via any method, including email. I don't care what his position is. Try putting someone on the case who can read an email and actually follow a customer's directions and not have his employees break the law. Mr. Minchey, with his extensive background, might be more appropriate.

And lastly. The worst thing about this is that no one at ACC Water has said, "We believe you have green water, and we are committed to fixing the problem." It's more of ACC "let's not admit to anything" nonsense. I'm quite tired of it.

(b) (6) Privacy

From: Dexter.Hunter@athensclarkecounty.com [mailto:Dexter.Hunter@athensclarkecounty.com]

Sent: Friday, October 23, 2015 4:11 PM

To: **(b) (6) Privacy**

Cc: ADA.ComplaintAdmin@usdoj.gov; Adam.Minchey@athensclarkecounty.com;

Bill.Berryman@athensclarkecounty.com; 'Campbell-Dunbar, Shawneille';

Gary.Duck@athensclarkecounty.com; 'Giattina, James'; Michelle.Stroud@athensclarkecounty.com;

molly.moran@usdoj.gov; 'Riley, Pamela'

Subject: Re: Lab Techs at my door, was: RE: Green Water

(b) (6) Privacy

attached you will find a letter with the results of the analyst of the water sample which was drawn from your outside faucet on October 19. The results falls within State and Federal safe drinking water Standards. The water was not green in color but clear. We found the same results from other locations close to your home and none of your neighbors who receive water from the same main water line is experiencing the same color as your home.

Thank you.

Dexter A. Hunter, Superintendent
J. G. Beacham Water Treatment Plant
Unified Government of Athens-Clarke County, GA
E-mail: dexter.hunter@athensclarkecounty.com
Office: (706) 613-3481
Fax: (706) 613-3477
Web: www.athensclarkecounty.com

(b) (6) Privacy wrote: -----

To: <Dexter.Hunter@athensclarkecounty.com>, <Gary.Duck@athensclarkecounty.com>

From: (b) (6) Privacy

Date: 10/19/2015 04:04PM

Cc: <Adam.Minchey@athensclarkecounty.com>, "Campbell-Dunbar, Shawneille" <Campbell-Dunbar.Shawneille@epa.gov>, "Riley, Pamela" <Riley.Pamela@epa.gov>, <Bill.Berryman@athensclarkecounty.com>, <molly.moran@usdoj.gov>, <ADA.ComplaintAdmin@usdoj.gov>, <Michelle.Stroud@athensclarkecounty.com>, "Giattina, James" <Giattina.Jim@epa.gov>

Subject: Lab Techs at my door, was: RE: Green Water

This is to all of you.

Imagine my surprise when an ACC Water Lab Tech just rung my doorbell without an appointment. Imagine my disappointment that I had to turn them away because we haven't even agreed on what tests need to be run. And I still have not had an explanation or apology or even contact from Mr. Duck or anyone else other than the man who tried to email me but couldn't.

You may think that this kind of conduct is acceptable. I DO NOT.

My daughter and I have (b) (6) Privacy, among other disabilities. I also have (b) (6) Privacy. I don't want anyone coming to my door without an appointment. Period. I was up because of my disabilities from 2:30-6 am last night. I don't want to see anyone today. You have no idea what we deal with on a daily basis with our disabilities or why we ask for reasonable accommodations. But asking for an appointment is common sense.

Part of involving the EPA and the EPD is to get ACC Water to "fly right." That is, to follow an understandable, repeatable process that makes sense when someone says, "my water is green/brown/dirty/turbid." You guys don't seem to get this. You have to fix the green water problem in a way that makes sense to the consumer (me). That means admitting you screwed up in the process, apologizing, taking responsibility, responding to me, being responsive, making an appointment for water testing after agreeing on what tests needs to be done, etc.

Today: Epic fail from ACC Water.

It could have been a good water sampling if you followed my requests.

See, at this point, we have been living with the green water long enough that if it's going to have an impact it already did, or is in process, and my only leverage is the water sampling so you are compliant with the EPA.

By the way, both my daughter and I had (b) (6) Privacy yesterday and neither have eaten any (b) (6) Privacy. It is not great today either. If I buy bottled water, you are paying for it.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Monday, October 19, 2015 2:02 PM

To: 'Dexter.Hunter@athensclarkecounty.com'

Cc: 'Gary.Duck@athensclarkecounty.com'; 'Adam.Minchey@athensclarkecounty.com'; 'Campbell-Dunbar, Shawneille'; 'Riley, Pamela'; 'Bill Bradberry'; 'molly.moran@usdoj.gov'; 'ADA.ComplaintAdmin@usdoj.gov'; 'Michelle.Stroud@athensclarkecounty.com'

Subject: RE: Green Water

Mr. Hunter,

(b) (6) Privacy

The correct apology would have been, "I am very sorry we have been slow to acknowledge and remediate the problems ACC Water is causing your household." Taking responsibility is always the first step towards a productive relationship.

That is my correct address. I am usually home in the afternoons after 2 pm and the water can be sampled. I can also provide the water tech with half of the rocks that came out of my bathtub spout for analysis. But please see the end of the email for "terms."

I would recommend that ACC Water do more than normal testing. Given the length of time that the water has been green, the fact that rocks came out of a faucet, the fact that the water leaves a ring in the bathtub, etc. turbidity and chlorine added to a copper test may not net you the culprit. We have had our water tested before by ACC when there were problems, only to return with a "no problems" result, which leads me to believe that ACC Water's basic tests are not sufficient to actually find the culprit. (At one house we were having sediment in our water and the tests returned "no problem.")

You have yet to address the fact that, when you supposedly emailed me 10 days ago, you did not follow up when you received no response from me for a week. I understand the problems with email. I do not understand not marking an issue as urgent and not flagging it for follow up. If the issue's resolution was pivotal based on your actions, then it was your issue to flag.

Additionally, I don't understand not receiving a mea culpa from anyone at the water department. No one but you and the EPA have emailed me. That is very bad form. I'm not going anywhere, I'm an advocate and I have a "big mouth." ACC Water has already violated the ADA in having no process to request reasonable accommodations, and having staff that is untrained in handling reasonable accommodations requests, and in denying reasonable accommodations requests. It would stand to reason that ACC Water would have gone out of its way to ensure that the water issues ACC Water is causing our household be remediated as soon as possible, if only to prove that we are valued as customers.

Instead, this has been a bit like a witch hunt – along the lines of, "Oh, she's disabled and crazy and

we can ignore her.”

When every citizen in Athens Clarke County, regardless of disability, receives the treatment they deserve, i.e. good customer service, being taken seriously right out of the box, then I'll stop being such a “big mouth.” But for now, I'm demanding some “mea culpa” for ACC Water being completely out of touch, with no apologies from anyone I reached out to at ACC Water. That means Gary Duck and others at ACC Water.

You all apologize, in a meaningful way, then you can sample the water. EPD and EPA are going to make you sample, you should likely apologize now.

(b) (6) Privacy

From: Dexter.Hunter@athensclarkecounty.com [mailto:Dexter.Hunter@athensclarkecounty.com]

Sent: Monday, October 19, 2015 12:58 PM

To: (b) (6) Privacy

Cc: Gary.Duck@athensclarkecounty.com; Adam.Minchey@athensclarkecounty.com

Subject: RE: Green Water

(b) (6) Privacy

Again, I am sorry that you are experiencing problems with your water. I understand that your address is (b) (6) Privacy. Please respond to this email with a time that is convenient to send one of our Lab Analyst to your home to sample your water. Once the water is sampled it will be tested for chlorine level, turbidity, PH, and Bacteria here at our Lab. The results of the Bacteria test takes 24 hours to analyze. We will inform you of these results after 24 hours.

We do not analyze for Copper here in our Lab., but we will send the sample to an independent Lab. It will take 2 to 5 days for us to receive the results from the independent Lab. We will inform you of the results as soon as we receive them.

Thank you.

Dexter A. Hunter, Superintendent
J. G. Beacham Water Treatment Plant
Unified Government of Athens-Clarke County, GA
E-mail: dexter.hunter@athensclarkecounty.com
Office: (706) 613-3481
Fax: (706) 613-3477
Web: www.athensclarkecounty.com

----- (b) (6) Privacy wrote: -----

To: "Giattina, James" <Giattina.Jim@epa.gov>

From: (b) (6) Privacy

Date: 10/18/2015 12:28PM

Cc: <Gary.Duck@athensclarkecounty.com>, <ADA.ComplaintAdmin@usdoj.gov>, <molly.moran@usdoj.gov>, <Michelle.Stroud@athensclarkecounty.com>, <Bill.Berryman@athensclarkecounty.com>, "Gordon, Scott" <Gordon.Scott@epa.gov>, <jim.kennedy@dnr.state.ga.us>, <Dexter.Hunter@athensclarkecounty.com>, "Campbell-Dunbar, Shawneille" <Campbell-Dunbar.Shawneille@epa.gov>
Subject: RE: Green Water

Mr. Giattina,

I am indeed sorry to have had to go above my water department's virtual heads and bother you with this. However, you can see from our disabilities and my daughter's medical conditions that time is of the essence. Thank you for forwarding my concerns to Ms. Campbell-Dunbar. I look forward to working with her to ensure that these issues are resolved.

(b) (6) Privacy

From: Giattina, James [<mailto:Giattina.Jim@epa.gov>]

Sent: Sunday, October 18, 2015 9:08 AM

To: **(b) (6) Privacy**

Cc: Gary.Duck@athensclarkecounty.com; ADA.ComplaintAdmin@usdoj.gov; molly.moran@usdoj.gov; Michelle.Stroud@athensclarkecounty.com; Bill.Berryman@athensclarkecounty.com; Gordon, Scott; jim.kennedy@dnr.state.ga.us; Dexter.Hunter@athensclarkecounty.com; Campbell-Dunbar, Shawneille

Subject: Re: Green Water

(b) (6) Privacy

I have forwarded your message to Ms. Shawneille Campbell-Dunbar on my staff. She is Chief of our Drinking Water Section. She and appropriate staff will work with Georgia EPD and your water supplier to determine what is needed to resolve your problem. She will communicate with you via email on the steps we are taking.

Sincerely,
Jim Giattina
Director, Water Protection Division
U.S. EPA

Sent from my iPhone

On Oct 17, 2015, at 2:42 PM, "**(b) (6) Privacy**" wrote:

To date, let's recap.

th

1. Thursday October 8 late at night I send you an email with a picture of green water.
2. Friday October 9th I receive no replies to my email, no phone calls, no identified visits from ACC Water.
3. Friday October 9th, 4:45 pm I realize that no one is going to fix my water problem, I call ACC Water and your receptionist patches me to Construction and they get time and a half for coming out after 5. Two people show up and they do basically nothing but collect a water sample from me (which I understand was not checked) and tell me to flush my pipes. They could have done that on the phone. It didn't have to cost the citizens of ACC time and a half for that message.
4. Friday, Saturday, Sunday I email that my water, despite flushing the pipes, both cold and hot, is still green.
5. Wednesday I email that I am receiving no support from ACC Water to remediate the green water problem.
6. Etc.
7. I still have green water on Saturday October 17th. I filled the bathtub on Thursday and it left a grey/green residue on the tub that was not "rinsable" it had to be scrubbed. It is currently still green.

We are still disabled and have severe (b) (6) Privacy We are still filtering/boiling water.

In the meantime, my daughter has started to experience (b) (6) Privacy
This is one area that is very difficult for her and she has a history of severe (b) (6) Privacy
(b) (6) Privacy
When she experiences (b) (6) Privacy she generally also experiences (b) (6) Privacy
(b) (6) Privacy Copper in the water causes (b) (6) P
(b) (6) Privacy . Connect the dots. Even with filtering and boiling, you are putting my daughter at high risk for disabling (b) (6) Privacy

It would be smart for ACC Water to remediate the water problem. Having someone email me six days after the fact because he went , "woops I must not have emailed this person" after not receiving a response from me for almost a week, and then having him call me when email is my preferred method of communication afforded me under the Americans with Disabilities Act as a reasonable accommodation for my disabilities is not only inappropriate, it violates the ADA.

NO ONE is paying attention, responding to my emails or fixing the problem.

Should my daughter continue to experience (b) (6) Privacy and we figure out that it is caused by copper in the water, i.e. checking her blood levels for abnormal copper levels, I will be filing a lawsuit against the county. My lawyer is bcc:d.

I suggest that ACC make my dwelling's water safety a priority.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Thursday, October 15, 2015 4:17 PM

To: 'Gary.Duck@athensclarkecounty.com'; 'ADA.ComplaintAdmin@usdoj.gov'; 'molly.moran@usdoj.gov'; 'giattina.jim@epa.gov'

Cc: 'Michelle.Stroud@athensclarkecounty.com'; 'Bill.Berryman@athensclarkecounty.com'; 'gordon.scott@epa.gov'; 'jim.kennedy@dnr.state.ga.us'; 'Dexter.Hunter@athensclarkecounty.com'

Subject: RE: Green Water

Mr. Duck,

I have just received an email from Mr. Hunter that he tried to send a week ago. He requested my address, which should have been on file or readily accessible via your office or Ms. Stroud's office

Please tell me how you can receive several emails from me on Friday and over the weekend and yesterday telling you I have had no contact from your department and not follow up, even to say that you delegated the issue to someone else. This is a violation of process and of trust. And when Mr. Hunter did not get a reply, you might have provided him with my email address. To date, you have not reached out to me to apologize or explain. And the issues are still not resolved. A belated email from your subordinate is not adequate.

You obviously have not gotten the point. Your process sucks. And it doesn't work. And it most certainly does not work for disabled persons.

Obviously the water sample I sent with the construction employees never made it to ACC Water for testing, despite their promises. I know it was informal but it would have started the process going and we would have been a week further along. The message you sent me was that my family doesn't matter.

I am not looking for water sampling alone, although that is the first step. I am looking for ACC Water to explain WHY this is happening and to remediate the bigger problem. You have already seen photographs of the water in my house. You know there is a problem. Figure out what caused this problem and tell me why my water is/was green. Then we can have someone out to properly sample the water in my

house.

Meanwhile, we filter all water consumed without boiling, we boil all water not filtered and we cannot take baths. I would very much like to use the Jacuzzi tub in our new house. Thursday was going to be the first use. How frustrating to finally have the time to try it out after two months in the house and have green water come out of the tap.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Wednesday, October 14, 2015 11:56 PM

To: 'Gary.Duck@athensclarkecounty.com'; 'ADA.ComplaintAdmin@usdoj.gov'; 'molly.moran@usdoj.gov'; 'giattina.jim@epa.gov'

Cc: 'Michelle.Stroud@athensclarkecounty.com'; 'Bill.Berryman@athensclarkecounty.com'; 'gordon.scott@epa.gov'; 'jim.kennedy@dnr.state.ga.us'

Subject: RE: Green Water

Mr. Duck,

First, I have included numerous contacts from the EPA and DNR. If drinking water is not your area of specialty, please forward this email to the correct person and cc: me on the forward.

Today, the water in my tub is still green, lighter than before but green nonetheless. It is Athens Clarke County Water Department's job to ensure I have a safe, healthy water supply. Green water is neither safe nor healthy. As well you know, if it's an algae bloom, it is not safe for people with (b) (6) Privacy or those who are medically disabled (both residents in the house), and if it's an excess of copper, it is not safe for people with (b) (6) Privacy or those who are medically disabled (both residents in the house.) As far as my research shows, those are the only two reasons why the water would be green.

Not immediately remediating a water situation that affects disabled persons violates the ADA.

To date, not one ACC employee has contacted me to address this issue. Hence, ACC is in violation of state and federal law. You have had four business days and six calendar days to deal with these issues, to communicate to me what is wrong, and to remediate. To date, ACC sent two construction water workers, only on my extreme urging to your secretary/receptionist, who told me to flush my pipes but who did not identify a source of the contamination nor what the contamination was. No one came or contacted me on Monday, or Tuesday or today. No water sampling was done.

Under law, ACC has to immediately address water quality issues when they are brought up by consumers. ACC is not doing so. Hence, ACC is in violation of local, state and federal law.

ACC Water Dept. also has to comply with a number of federal laws, among them the Americans with Disabilities Act. It is a reasonable accommodation for a disabled person with (b) (6) Privacy to be offered a higher level of monitoring for chemicals/potential allergens in the water, and for ACC Water Dept. to ensure that the water serving a home wherein live individuals with these sorts of disabling conditions be clean and clear of issues. To date, ACC Water Dept. has been and continues to be in violation of the ADA.

I am aware that water quality in Athens is overseen by the GA EPD, the EPA and the GA DNR. The Safe Drinking Water Act of 1974, the Georgia Safe Drinking Water Act of 1977, the Georgia Water Quality Control Act, etc. come to mind. I am also aware that when you find copper in the water in sufficient quantity, it triggers certain protections under these Acts, and ACC Water Department has to make certain adjustments and refinements/repairs to its system.

I contend that ACC is not taking my request seriously or attending to the issues raised by me because it is likely that ACC will find cause for remediation of copper or of another issue. ACC is not interested in having to repair/remediate its water system.

1.0 mg/l. That is the permissible amount of copper. When my bathtub water is green enough to keep me from taking a bath, and it looks like I could use it to dye fabric, there is something seriously wrong, and likely it's copper. And ACC must fix it.

That doesn't mean ACC should wait until it goes away. That means that ACC should come out, test the water, figure out where the problem lies, remediate the problem at my house, etc. and LET ME KNOW what caused the problem so I can take appropriate measures to protect our health. I have samples of the pebbles/rocks that came through my drain that should be assessed as well.

Tomorrow is one week since my water turned green. Do your job. And communicate with me via email as you do it so I know what is going on.

(b) (6) Privacy

From: (b) (6) Privacy

Sent: Friday, October 09, 2015 11:23 PM

To: 'Gary.Duck@athensclarkecounty.com'

Cc: 'Bill Bradberry'; 'Michelle.Stroud@athensclarkecounty.com'; 'All American Plumbing'

Subject: RE: Green Water

Ager running the water out cold for over an hour, and then emptying the hot water tank (half hour), I filled the bathtub to see what color the water was. I am attaching a picture. Please remember that this is 90 minutes into running water through the house, both cold and hot.

The water is still green. Likely you have an issue with the copper mains/pipes, and breakage.

I am going to assume this is an overage of copper and as such, the water should not be drank without filtering, and can safely be bathed in. However, we cannot long term deal with these issues.

What's the next step? I am currently done flushing my house and wasting this kind of water without a compelling reason.

(b) (6) Privacy

From: **(b) (6) Privacy**

Sent: Friday, October 09, 2015 8:19 PM

To: 'Gary.Duck@athensclarkecounty.com'

Cc: 'Bill Bradberry'; 'Michelle.Stroud@athensclarkecounty.com'; 'All American Plumbing'

Subject: RE: Green Water

I ran the cold water in every faucet in the house for a half hour, half volume to not kill the septic tank. As I turned off the tub in the master bathroom, a number of pieces of particles came flying out of the faucet. I saved them in a cup of the water. I decided to run the faucets for another half hour, cold, to ensure that they were indeed clear.

The water looks relatively clear, perhaps a bit beige but not brown as it was. The particles look like pieces of water worn rock, like what I would find on the beaches on Fire Island. I would say that either someone stirred up sediment in the pipes or someone broke a pipe during construction.

I understand that the green water was likely copper tainted from standing around and got put into the system in some way, i.e. a broken pipe.

Please let me know if you have had a broken pipe nearby.

I am keeping the water sample and stones/particles for analysis.

(b) (6) Privacy

From: (b) (6) Privacy
Sent: Friday, October 09, 2015 7:36 PM
To: 'Gary.Duck@athensclarkecounty.com'
Cc: 'Bill Bradberry'; 'Michelle.Stroud@athensclarkecounty.com'; 'All American Plumbing'
Subject: RE: Green Water

At 4:45 I had brown water coming out of my tap after waiting all day for your office to contact me. I called your office and was told you had reached out to someone to work on the issue, and was given the name and number of some people to contact and patched through to Construction. Construction came out within about 45 minutes and looked at the system. The end result is that likely the problem is ACC water, and I was told to completely flush my system, then to flush the hot water tank and then see if everything is clear.

The problem is that I had to call you at 4:45.

Someone supposedly came out to my house during the day, did not talk to me, did not contact me and did not resolve the problem.

No one told me that anything was being done to fix the problem.

And even with Construction coming out, they had no clue if any pipe had been broken, or if there was any systemic reason that we have green and now brown water. They talked to one of my neighbors but did not poll the entire street (which is short), just three neighbors, only one of whom was home.

For being nice, your guys get a 10. For being knowledgeable they get a 10. For fixing the problem they get a 0. I still have no idea if the water is safe to drink even if boiled, or for my daughter to shower in.

While it's likely it's not an algae bloom, copper poisoning is just as deleterious to my daughter's health as algae.

No one came to sample the water. I sent some inside of the house water in a cup with the gentlemen from Construction but that is not the same as having your chemist out to the house. (He's a great guy, I've met him.)

Meanwhile, I am running (without a register Thank God) water for 30-45 minutes through all plumbing in my house and then doing the same through my hot water heater – without knowing if this will actually work or if I have just used a lot of precious water and burdened my septic system.

It doesn't work for me to reach out for help and have no one respond, and to not

have the issue properly attended to during business hours. My dinner went in the oven and was ruined. And my anxiety level is still through the roof because I have no clue of whether the water is safe for my daughter or not.

Process is key. Communication is key. Not leaving a customer without an answer at 5 pm on Friday, that is crucial.

(b) (6) Privacy

From: **(b) (6) Privacy**

Sent: Thursday, October 08, 2015 10:19 PM

To: 'Gary.Duck@athensclarkecounty.com'

Cc: 'Bill Bradberry'; 'Michelle.Stroud@athensclarkecounty.com'; 'All American Plumbing'

Subject: Green Water

Importance: High

Mr. Duck,

Tonight, I went to take a bath and when filled, the tub looked like the photograph here: <http://www.lu354.com/the-colors-of-tap-water/>. I took a picture of it, attached.

I am concerned for a few reasons. My daughter and I have severe **(b) (6) Privacy** **(b) (6) Privacy**, I don't know what is causing the color, and the water is coming out of the cold tap green and out of the hot tap green. This means it's systemic, it's in the entire house and it may come from the county water supply. At first, I thought it might be the water heater, but it's green out of the cold water. And it's in the tub, in the bathroom sinks and in the kitchen sink.

I recently had plumbing work done – toilet repair, a few faucets installed, the PRV adjusted from 40-50 lbs to about 80 lbs (plumber is cc:d). None of the repairs should have affected the water color. Likely the pipes aren't made of copper since the house is only 15 years old. I did a quick test for copper and I didn't find any in the water.

So what do we do about this? Whose fault is this – ACC Water or my landlord? What's causing the green if not copper – algae? If algae is in the water, what's happening at the water processing plant?

Please provide guidance ASAP. I need to know that the water is safe for my daughter to shower. And drink. And cook with.

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