

Summary of Path to Significant Improvement of Pendleton Water Association

Operations and Management

Pendleton Water Association (PWA) faces many of the issues affecting rural water systems of its size and age. In 2025 it has become clear that significant changes must be made in order to continue independent operation. PWA is at risk for receivership due to failing grades from the State following inspections. While treated water has been safe, some problems with treatment chemicals, turbidity, and testing/monitoring methodology have led to criticism by regulators. A grant that would have addressed some problems was cancelled and a state-issued order calling for boiling water for a month was a stress on many members.

PWA considered potential solutions and rejected most. Status quo was untenable. Merging with Many didn't solve the problems or created new ones; same with buying groundwater from neighboring districts.

The April-May, 2025 boil water alert required immediate professional assistance. Cenla Environmental Systems ("Cenla") staff quickly identified the cause of the monitoring problem and guided PWA through the process with regulators to get the alert lifted at the earliest possible date. Recognizing our situation, Cenla offered an operating contract with their partner company, EOM, which would address the shortcomings and build toward resolving long-standing issues. The cost exceeded PWA's budget so over at least four weeks and several meetings the Board and Cenla/EOM examined line items in detail to arrive at deliverables and a price that would be acceptable to both.

Services to be provided under an EOM/Cenla Environmental operations contract:

- Operate treatment plant. Take existing personnel.
- Install and operate SCADA system, freeing up one operator FTE.
- Establish maintenance program and follow up.
- Represent PWA with regulators.
- Consider billing service.

6/22/25