## Exhibit No. 11

Staff – Exhibit 11 Level Assessments File No. WC-2023-0353

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MISSOURI DEPARTMENT OF NATURAL RESOURCES WATER PROTECTION PROGRAM – PUBLIC DRINKING WATER BRANCH REVISED TOTAL COLIFORM RULE

REVISED TOTAL COLIFORM RULE LEVEL 1 ASSESSMENT FORM RECEIVED

FOR OFFICE	USE ONLY
DATE RECEIVED 11//3/2023	APPROVED? Ves No
CONDUCTED VIA PHONE  Yes	WITH WATER SYSTEM
Delto long	DATE APPROVED 11//3/2023

	N	٥V	1 3.2023	84 - 49	Delto Young	11//3/2023		
PUBLIC WATER SYSTEM (PWS) INFO		-	I D OPERATIONS			entra di la Sul Sila di La compa Programa (military) septimboli (mi		
PWS NAME CHARITY PWS (WELL 02 & 04)	DIV. OF EN	/IRC	NMENTAL QUALI	MO3030				
COUNTY Pulaski			000		TOBER 2023			
REASON FOR LEVEL 1 ASSESSMENT					OTIFICATION DATE OF LEVEL 1 ASSESSMENT TRIGGER 0/26/2023			
ROUTINE SAMPLES TOTAL COLIFORM POSITIVE (=): REPEAT SAMPLES TOTAL COLIFORM POSITIVE (=): 2				0	ALID REPEAT SAMPLES WATER SYSTEM FAILED TO COLLECT (#); )			
INSTRUCTIONS	2010020							
Section A, Sanitary Defect Checklist: Recontamination identified during the assessmissues" in that subsection. Check "Not App Section B, Description of Occurrence: Presection C, Corrective Action: Provide concorrective actions for issues identified in secompleting each scheduled corrective action Return this form to appropriate departmental acopy of this completed assessment	ent. If no potential ca licable" if the section ovide explanation and ective actions and da ctions A and B. Notif ent regional office w at form in your files	doe doe doe dadd tes c y the ithir for:	of contamination was not apply to the Palitional information completed or provide appropriate Departs 30 days (from no at least five years.	vas identified WS. for any issu le proposed terment of Na	I in a subsection, checies identified in Section imeframe for complet tural Resources' region	k the box next to "No  n A. ion of outstanding		
Section A - Sanitary Defect Checklist Ha	ve any of the following	ng o	ccurréd?					
1. GENERAL	^	No is	sues					
□ A. Loss of pressure (<20 psi) or pressure     □ B. Operation/maintenance activities that contamination     □ C. Signs of vandalism/forced entry into v storage	could introduce vell/pump house or		F. Power Loss Z. Other:		itary conditions main repairs or well p	ump pulled		
2.8AMPLING SITES AND SAMPLING	PROTOCOL	<u> </u>	No issues		economic Management & Common & Management			
<ul> <li>✓ A. Windy or raining during sampling</li> <li>□ B. Change in conditions at sample site</li> <li>□ C. Yard hydrant/frost-proof spigot used</li> <li>□ D. First month of operation following state</li> <li>□ E. Vegetation resting up against sample t</li> <li>□ F. Sample close to ground/difficult to same to ground the first to ground the</li></ul>	ap aple e sampling faucet		location L. Unclean sample M. Leaking tap or N. Sampling erro O. Tap on a dead-	e tap e tap erratic flow r end main	er softener or cartridge	e filtration) at sampling		
3. DISTRIBUTION SYSTEM			No issues			5 10 10 10 10 10 10 10 10 10 10 10 10 10		
□ A. Any unprotected cross connection     □ B. Submerged air-relief/air-vacuum valve     □ C. Any recent construction activity     □ D. New service connections recently add     □ E. Low/inadequate disinfectant residuals     □ F. Standing water/debris in valve vault     □ G. Recent flushing of fire hydrants or block.	led		H. Improper operat. Recent main brown J. Recent pump or K. Illegal use of ht. Excessive water Z. Other:	eaks or leaks valve failur ydrants				
4. STORAGE TANKS AND TOWERS		No	issues 🖬 No	t Applicabl	e	95 50 <b>9</b> 94(15)(0°)00 95		
☐ A. Evidence of animals/insects in tank ☐ B. Tank vent not downtumed/screened ☐ C. Tank access hatch has no water tight s ☐ D. Tank maintenance practices not follo ☐ E. Tank deterioration or rust noted  Date - last inspection of vents and hatches: _	wed		appurtenances J. Tank leaking or K. Debris in tank	overflow pip pairs tion of level holes in tan	control valves, altitud	e vaives, and related		
Date - last sanitary tank inspection:			L. Evidence of va		pering			
Date - last tank cleaning:			Z. Other:		700 2	1		

5. BLADDER AND PRESSURE TANKS  A. Air/water tanks: air added recently	
	✓ No issues
B. If "A" is checked, is air filter dirty	Z. Other:
6. TREATMENT PROCESS	No issues Not Applicable
A. Inadequate disinfection	G. Change in flow rates or water quality
B. Interruption in treatment/power loss	H. Meters not recently/properly calibrated
C. Chlorine/Turbidity meters out of range	I, Treatment bypassed
D. Change in chemical dosage	<ul> <li>J. Treatment added or changed</li> </ul>
E. O and M procedures not followed	K. Softener serviced/salt added
F. Recent repairs or maintenance performed	Z. Other:
7. SOURCE(S)	
WELLS:	No issues ☐ Not Applicable
A. Defective/damaged well cap/well seal	G. Potential source of contamination near well
B. Damaged/unscreened well vent	H. Damaged well casing
C. Floodwater/run-off inundation near well	<ul> <li>I. Damaged pitless adaptor</li> <li>J. Missing/damaged grout seal</li> </ul>
D. Well recently repaired/wellhead opened	
E. Unplugged abandoned well in area F. Unprotected opening in wellhead/pump	Z. Other:
SURFACE WATER/GWUDISW:	□ No issues □ Not Applicable
A. Recent flooding or heavy rainfall	D. Damaged intake or spring box
B. Change in source water quality	Z. Other.
C. Any potential source of contamination near so	
PURCHASED WATER:	☐ No issues ☐ Not Applicable
A. Water quality issues with supplier	Z. Other:
B. Low disinfectant residual from supplier (< 0.2	
Section B - Description of Occurrence: Use this s	pace to provide explanation and additional information for any issues identified in Section A
that support your findings (i.e. water quality and pre	ssure monitoring data). Include corresponding dates with your findings.
Check if PWS did not find any causes for the cor	
1 Dealer Long	
Windy during scripling	
<i>J</i> . J	
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	The second of th
Section C - Corrective Action: Use this space to d	escribe corrective actions taken with completion dates and proposed corrective actions with
direction of the contract of t	
planned completion dates. Notify your local regions	l office after completing each scheduled corrective action.
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System schocked the well	l office after completing each scheduled corrective action.
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System schocked the well	d office after completing each scheduled corrective action.
Please Note: Exceeding a second Level 1 treatment	ant technique trigger within a rolling 12-month period will require a Level 2 assessment.
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Please Note: Exceeding a second Level 1 treatment Certification: I hereby certify that the information of the pws contact name (TYPE OR PRINT)	ant technique trigger within a rolling 12-month period will require a Level 2 assessment.  contained herein is true, accurate and complete to the best of my knowledge and belief.  PWS CONTACT OFFICIAL TITLE  PWS CONTACT TELEPHONE WITH AREA CODE
Please Note: Exceeding a second Level 1 treatment Certification: I hereby certify that the information of	ant technique trigger within a rolling 12-month period will require a Level 2 assessment.
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Please Note: Exceeding a second Level 1 treatment of the Contact Name (Type or print)  PWS CONTACT SIGNATURE  Submit this completed form within 30 days of no	ent technique trigger within a rolling 12-month period will require a Level 2 assessment.  contained herein is true, accurate and complete to the best of my knowledge and belief.  PWS CONTACT OFFICIAL TITLE  PWS CONTACT TELEPHONE WITH AREA CODE  PWS CONTACT EMAR. ADDRESS  DATE  tiffication to the appropriate Missouri Department of Natural Resources regional office.
Please Note: Exceeding a second Level 1 treatment of the Contact Name (Type or Print)  Pws contact Name (Type or Print)  Pws contact Signature  Submit this completed form within 30 days of no See website for map: https://dnr.mo.gov/document-	ent technique trigger within a rolling 12-month period will require a Level 2 assessment.  contained herein is true, accurate and complete to the best of my knowledge and belief.  PWS CONTACT OFFICIAL TITLE  PWS CONTACT TELEPHONE WITH AREA CODE  PWS CONTACT EMAIL ADDRESS  DATE
Please Note: Exceeding a second Level 1 treatment of the Contact Signature  Submit this completed form within 30 days of no See website for map: https://dnr.mo.gov/document-1077 for assistance.	ent technique trigger within a rolling 12-month period will require a Level 2 assessment.  contained herein is true, accurate and complete to the best of my knowledge and belief.  PWS CONTACT OFFICIAL TITLE  PWS CONTACT EMAIL ADDRESS  DATE  tiffication to the appropriate Missouri Department of Natural Resources regional office.  search/regional-office-map-and-directory or call the Public Drinking Water Branch at 573-751.
Please Note: Exceeding a second Level 1 treatment of the Contact Signature  Submit this completed form within 30 days of no See website for map: https://dnr.mo.gov/document-1077 for assistance.	ent technique trigger within a rolling 12-month period will require a Level 2 assessment.  contained herein is true, accurate and complete to the best of my knowledge and belief.  PWS CONTACT OFFICIAL TITLE  PWS CONTACT EMAIL ADDRESS  DATE  tiffication to the appropriate Missouri Department of Natural Resources regional office.  search/regional-office-map-and-directory or call the Public Drinking Water Branch at 573-751.
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Michael L. Parson Governor

> Dru Buntin Director

December 19, 2023

Travis Blevins Charity PWS 15405 Texas Road PO Box 882 St. Robert, MO 65584

## LEVEL 2 ASSESSMENT SANITARY DEFECTS

#### Dear Travis Blevins:

On November 13, 2023, a team member from the Missouri Department of Natural Resources conducted an Assessment Level 2 evaluation of the Charity public water system (system) located in Pulaski County. Enclosed is the Level 2 Assessment Form for you to review and keep for your records. During the visit, the following Sanitary Defects were noted:

#### Windy or raining during sampling

#### No corrective actions are needed at this time.

This is the second assessment level event triggered by the public water system within the last 12 months. If the public water system accrues three or more assessment level events during a consecutive twelve month period, then a bilateral compliance agreement (BCA) may be necessary to address corrective action. The BCA is a tool the Missouri Department of Natural Resources uses to help systems return to or remain in compliance. The corrective action for unsafe samples is usually the installation of a chlorination system with possible detention, and the chlorine level must be monitored daily.

It is the policy of the department to employ conferences, conciliation, and persuasion whenever possible to resolve public drinking water violations that are not imminent human health threats. In keeping with this policy, we invite you to contact Dalten Young of this office at 573-522-3322, by email at <a href="mailto:DNRCFO.PDW@dnr.mo.gov">DNRCFO.PDW@dnr.mo.gov</a>, or via mail at the 1101 Riverside Drive, P.O. Box 176, Jefferson City, MO 65102 to arrange a meeting either in our office or at your facility to discuss your violations and possible solutions.

#### Charity PWS Page 2

If you have questions concerning this letter or the form, please feel free to contact Dalten Young of this office by calling 573-522-3322; by email at <u>DNRCFO.PDW@dnr.mo.gov</u>; or by mail at the Department of Natural Resources, Central Field Operations, P.O Box 176, Jefferson City, MO 65102.

Sincerely,

CENTRAL FIELD OPERATIONS

Dalten Young

**Environmental Supervisor** 

Enclosure

Public Drinking Water Branch, Monitoring Section c:

Jackie Johnson, Compliance and Enforcement



### MISSOURI DEPARTMENT OF NATURAL RESOURCES WATER PROTECTION PROGRAM PUBLIC DRINKING WATER BRANCH

# REVISED TOTAL COLIFORM RULE LEVEL 2 ASSESSMENT FORM

PUBLIC WATER SYSTEM (PWS) INFO	RMATION					
PWS NAME Charity PWS		PWS 10 NUMBER MO3036361				
COUNTY Pulaski		MONTHLY COMPLIANCE PERIOD (MONTH/YEAR) October/2023				
PWS CONTACT PERSON Lori Jean	CT POSITION/TITLE	PWS CONTACT PHONE NUMBER 417-425-9343				
System Type: ☐ Com; ☐ NTNC; ☐ T		ce Type(s): ⊠ GW; □ S\				
PWS PERSON IN RESPONSIBLE CHARGE Travis Blevins	notification date of Level 2 as October 26, 2023		November 13, 2023			
ASSESSOR NAME & TITLE Dalten Young Enviornmental Superv	SSESSOR TELEPHONE NUMBER WIT 173-522-3018	TELEPHONE NUMBER WITH AREA CODE ASSESSOR EMAIL ADDRE 2-3018 Dalten.young@d				
OTHER PERSONS ASSISTING OR PRESENT DURING AS Sam Drennan	SESSMENT	133 7/				
REASON FOR LEVEL 2 ASSESSMENT						
ROUTINE SAMPLES TOTAL COLIFORM-POSITIVE (#):	REPEAT SAMPLE	S TOTAL COLIFORM-POSITIVE (#):	VALID REPEAT SAME	EAT SAMPLES WATER SYSTEM FAILED TO COLLECT (#):		
ROUTINE SAMPLES E. COLI-POSITIVE (#):	REPEAT SAMPLE	S E. COLI-POSITIVE (#):	SOURCE WATER SAI	MPLES E. COLI-POSITVE (#):		
☐ E. coli MCL Violation		⊠ Second o	r greater Level 1	Trigger in 12 months		
INSTRUCTIONS	Marking Co.			的自然人们的主义和特别的证明和特别的		
contamination that was identified during the next to "No issues" in that subsection. Chec Description, Use the space to provide expthat supports your findings (i.e. water quality Corrective Action, provide corrective action action(s) for issues identified.  Sanitary Defect Checklist. Have any of the	k ☑ "Not Appli lanation and a and pressure r i(s) and date(s)	cable" if the section does not dditional information for any nonitoring data). Include corre completed or provide propos	apply to the public issues that were in esponding dates w	water system. dentified in Sanitary Defect Checklist vith your findings.		
1. GENERAL		⊠ No issues				
□ A. Loss of pressure (<20 psi) or pressure     □ B. Operation/maintenance activities to contamination     □ C. Signs of vandalism/forced entry in or storage     □ D. Heavy rainfall     □ E. Extremes in heat or cold	duce G. Recent distril	H. Power Loss L. Heavy snow melt or flooding J. Changes to available source water (drop in water table)				
2. SAMPLING SITES AND SAMPLING	PROTOCOL	☐ No issues				
	ed startup site sample efore sampling ing faucet	sampling loc L. Unclean sam M. Leaking tap o N. Sampling bot O. Tap on a dea	reatment (water ation ple tap or erratic flow ttle mishandled ad-end main	vacuum breaker softener or cartridge filtration) at vas not removed before sampling		

Description  Operator stated that it was very windy during the routine and repeat sampling.						
	b.					
3.60UDGE/9)	·					
3. SOURCE(S) WELLS:	☑ No issues ☐ Not Applicable					
A. Defective/damaged well cap/well seal	G. Potential source of contamination near well					
B. Damaged/unscreened well vent	H. Damaged well casing					
C. Floodwater/run-off inundation near well	☐ I. Damaged pitless adaptor					
D. Well recently repaired/wellhead opened	J. Missing/damaged grout seal					
E. Unplugged abandoned well in area	☐ K. Other:					
F. Unprotected opening in wellhead/pump						
SURFACE WATER/GWUDISW:	☐ No issues					
A. Recent flooding or heavy rainfall	D. Damaged intake or spring box					
B. Change in source water quality     C. Any potential source of contamination near source	☐ E. Other:					
PURCHASED WATER:	☐ No issues ☑ Not Applicable					
A. Water quality issues with supplier	C. Other:					
B. Low disinfectant residual from supplier (< 0.2 mg/L)	U. O. Ouser					
4. TREATMENT PROCESS	☐ No issues ☑ Not Applicable					
A. Inadequate disinfection						
B. Interruption in treatment/power loss	I. Meters not recently/properly calibrated J. Solution pump not primed					
C. Chlorine/Turbidity meters out of range	K. Treatment bypassed					
D. Change in chemical used/dosage	L. Treatment added or changed					
E. Solution injector/tank condition	M. Softener serviced/salt added					
F. O and M procedures not followed	N. Any Turbidity changes					
G. Recent repairs or maintenance performed H. Change in flow rates or water quality	☐ O. Other:					
The orlange in non-races of water quality	<u> </u>					
5. STORAGE TANKS AND TOWERS	☐ No issues					
A. Evidence of animals/insects in tank	I. Recent tank repairs					
B. Tank vent not downturned/screened	J. Tank is isolated					
C. Tank access hatch has no water tight seal     D. Tank sample tap condition						
E. Tank deterioration or rust noted	related appurtenances					
F. Tank maintenance practices not followed	M. Tank leaking or holes in tank					
G. Low disinfectant residuals	☐ N. Debris in tank					
H. Debris in tank overflow pipe	O. Tank hatch not locked					
Date - last inspection of vents and hatches:	P. Evidence of vandalism/tampering					
-	Q. Combined tank inlet/outlet					
Date - last sanitary tank inspection:	R. Other:					
Date - last tank cleaning:  6. BLADDER AND PRESSURE TANKS	M No issues					
A. Air/water tanks: air added recently	No issues					
B. Pressure tank not on main line	Bladder of bladder tank ruptured of waterlogged      Bladder of bladder tank ruptured or waterlogged					
C. If "A" is checked, is air filter dirty	F. Other:					
7. PUMPING FACILITIES	□ No issues ⊠ Not Applicable					
A. Pump Facility subject to flooding	D. Electrical systems for pumps					
B. Pump maintenance	E. Low pressures due to pumping facilities					
C. Leaks around pump seals	F. Other:					

9. MONITORING	-		2000	☐ No issues	⊠ Not Ap	plicable	,	
A. Residuals rec  B. Daily CT/Turb  C. Unusual chem  D. GWR 4-log m  E. Approved mor	idity records nistry trending onitoring record nitoring equipme	ent 		☐ F. Equipment calit ☐ G. Fire event ☐ H. CT calculation ☐ I. Chlorine monito ☐ J. Other:	records			
10. ADDITIONAL IN	FORMATION-P	HOTOGRAPHS	AND SAMP	LE RESULTS		732		<del>X</del>
Sample Type	Date Collected	Lab # (Accession#)	Site ID	Location Address			☐Chlorine	
	mm/dd/yyyy	(/// (/////////////////////////////////			TC	E Coli	Free	Total
Routine/Special	11/13/2023	OE939603	03	11955 Highway PP	A	A	NA	NA
	•	ī		collecting samples while i				
Certification: I hereb belief.				is true, accurate and co	mplete to the	best of	my knowk	edge and
Dalten Young	/		573-522-30	18	11/15/2	2023		2.0
Dutter Your			assessor e-маі Dalten.your	il Address 1g@dnr.mo.gov				1333
regional office.				he appropriate Missour Drinking Water Branch at				urces

780-xxxx (11-19)