

## FAILURE TO COMPLETE A LEVEL 2 ASSESSMENT

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

**ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

Rock Spring Water Company recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Coliforms are bacteria that are naturally present in the environment and that are used as an indicator that a potential pathway exists through which contamination (including potentially harmful, waterborne pathogens) may enter the distribution system. We detected total coliform bacteria twice within a rolling 12-month period in our distribution system and failed to collect the check samples in the 24-hour timeframe.

As a result, we were required to conduct a detailed Level 2 assessment of our system within 30 days. A Level 2 assessment is a detailed study of the water system treatment and distribution to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system. *We failed to conduct the required Level 2 assessment* within 30 days and have therefore violated a drinking water requirement.

#### What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

#### What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Failure to conduct a timely assessment to identify the sanitary defect that triggered the assessment has the potential to prolong the risk of fecal contamination of our distribution system water. While we have not detected any evidence of fecal contamination in our distribution system, we are committed to correcting the deficiency to eliminate the potential threat of contamination. *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

#### What is being done?

Although we did not meet our Level 2 assessment submission deadline, we will be submitting our assessment to the Pennsylvania Department of Environmental Protection the beginning of November 2022.

We anticipate resolving the problem within 15 days of this notice.

For more information, please contact: Rock Spring Water Company at 814-231-2911.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by the Rock Spring Water Company.