

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

FAILURE TO RESPOND TO A DISINFECTION TREATMENT BREAKDOWN

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

From SEPTEMBER 5, 2020
to SEPTEMBER 8, 2020
THE AIKEN WATER Co. did not meet treatment technique requirements.

We are required to maintain a disinfectant residual of 0.40 mg/L in the water supplied to consumers. Water samples taken on 9/5, showed a disinfectant residual concentration of 0.20 mg/L, which constituted a breakdown in treatment. As a result of this breakdown in treatment, there was a risk that the water may have contained disease-causing organisms.

What we should have done:

We were required to notify you that *boiled or bottled water should have been used* for drinking, making ice, brushing teeth, washing dishes, and food preparation until the problem was corrected on 9/8. Boiling kills bacteria and other organisms in the water. **PLEASE NOTE: IT IS NOT NECESSARY TO BOIL YOUR WATER NOW BECAUSE THE PROBLEM HAS ALREADY BEEN CORRECTED.**

Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

If you have specific health concerns, you may wish to consult your doctor.

What happened? What was done?

- On 9/5, it was determined that chlorine residual level dropped below the minimum chlorine residual required.
- We failed to notify both DEP and consumers within 24 hours of the problem.
- We did the following to return chlorine residual to an acceptable level:

ON 9/5 THE CHLORINE RESIDUE, DURING OUR NORMAL TEST WAS DETECTED AT 0.20mg/L OF FREE CHLORINE DUE TO A PUMP FAILURE. STEPS WERE TAKEN TO CORECT THE SITUATION AND BY 9/8 ALL LEVELS HAD BEEN RESTORED ABOVE THE MINIMUM.

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 by distributing copies by hand or mail.

For more information, please contact: DALE PARRY (PRESIDENT)
at 814-331-2636

This notice is being sent to you by THE AIKEN WATER Co.