



To the Customers of Del Oro Water Company's Buzztail District:

Del Oro Water Company (DOWC) routinely tests for contaminants in the drinking water provided to its customers.

Buzztail District tested positive for total Coliform bacteria on its routine monthly sample taken **September 7, 2021**. DOWC immediately took follow-up samples as required. All four follow-up samples were positive for total Coliform. DOWC personnel attempted to disinfect the well after the positive follow-up samples, but again received total coliform-positive results. The State Water Board required DOWC to disinfect the well for 24 hours, introduce the chlorinated water into the system, and take additional routine samples in October 2021. *Since E. coli bacteria was not detected, the State did NOT require a boil notice.*

DOWC personnel chlorinated the well **Thursday, September 23, 2021** at a level of at least 50 parts per million (ppm), and introduced the approximately 1 ppm chlorinated water into the system on **Friday, September 24, 2021**. While not a health concern, customers may have noticed the taste and scent of chlorine, which should have decreased over the following two weeks.

The October routine sample and four additional samples were taken on **Tuesday, October 5, 2021**. While sample results have improved, the Buzztail District again had one positive result for total Coliform bacteria following the well and distribution system disinfection that was performed in September.

The State is now requiring DOWC to continuously chlorinate the water at the well at a low level (approximately 0.2 ppm) for six months while DOWC monitors the coliform bacteria in the unchlorinated water produced from the well on a monthly basis. If after the 6-month period, the unchlorinated well water has been free of coliform bacteria, then continuous chlorination will cease. At that time, DOWC will work with the State to determine next steps *if* the problem returns in the distribution system. Customers may notice a slight taste or odor of chlorine during this time. The odor of chlorine can be reduced by pouring the water into an open container and letting it sit open to the air for a while.

Since E. coli bacteria was NOT detected, boiling the water is not required. If the situation changes, you will be notified immediately.

This notice is being sent to you by: Del Oro Water Company, Buzztail District. Water System No.: 0400091. For more information, please contact: Ruby Mojica with Del Oro Water Company at (530) 809-3971, by mail at Drawer 5172, Chico, CA 95927, or by email at WaterQuality@delorowater.com.

Mailed by October 13, 2021