

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene informacion muy importante sobre su agua potable.

Traduzcalo o hable con alguien que lo entienda bien.

The Del Oro Water Co., – Strawberry District (DOWCST) Did Not Meet Treatment Requirement (Turbidity)

DOWC-ST recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tell us whether we are effectively filtering the water supply. The DOWCST system failed to meet the 0.3 NTU turbidity performance standard in March 2018 when DOWCST's monthly 95th percentile value was reported as 0.557 NTU. The plant was only operated to meet water demands intermittently during the exceedance from March 6th to March 25th, 2018. Readings after March 25, 2018 ranged from 0.028 to 0.21 NTU which is comparable to the plant's historical performance.

What should I do?

- **You do not need to boil your water or take other actions**
- This is not an emergency. If it had been you would have been notified immediately. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1-800-426-4791.
- If you have other health issues concerning the consumption of the water, you may wish to consult your doctor.

What happened? What was done?

A problem occurred with the treatment system at the water plant. It appears the problem was attributed to the coagulant dosages and possibly other operation issues that affect plant performance. Performance has returned within a normal range.

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 public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, or OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by: Del Oro Water Company, Strawberry District, Water System No.: 5510007. For more information, please contact: Cathy Fluharty with Del Oro Water Company at (530) 809-3971 or by mail at Drawer 5172, Chico, CA 95927 or Kasey D. Chauhan, Merced District Engineer with the State Water Resources Control Board, Division of Drinking Water at (559) 447-3135.

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