

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

This notice is being provided by the City of Sweet Home - State Water System ID#: 4100851

As a result of faulty electrical signal, the City of Sweet Home did not meet established State drinking water standards for a limited time late March 22, and early March 23, 2010. Although this situation does not require you to take immediate action, as our valued customer(s), you have the right to know what happened; what you should do (if anything); and what we are doing to correct this situation.

In order to ensure proper disinfection, the State drinking water standard requires water in our treatment plant must be in contact with chlorine (or a similar disinfectant) for a pre-determined minimum amount of time prior to the water leaving our facility in order to effectively kill bacteria, viruses, and parasites. The time period ("Contact Time" or "CT") in which the filtered water needs to remain in contact with chlorine to meet the drinking water standard is determined by the water level in the on-site water storage container or "clearwell". In order to meet drinking water standard the filtered water level in the "clearwell" needs to remain at a pre-determined minimum level.

Because of customer demand, the water level in the clearwell on the evening of March 22<sup>nd</sup> reached a point that would ordinarily activate an automatic replenishment of the water into the clearwell. Due to faulty new electrical equipment, the filter units were not activated nor were the operators notified in time to avoid the clearwell from being pumped down to a minimum level, therefore not allowing us to meet the required contact time. The clearwell pump was shut off manually early on the morning of March 23<sup>rd</sup> and the system returned to compliance very quickly.

This situation does not require your immediate action. If it had, you would have been notified immediately. Normal operating tests taken during the time period of the event did not indicate the presence of bacteria in the water.

Because this event did not allow us to meet the drinking water standards as identified above, we are required to provide this public notice. On April 16, 2010, we will be mailing to our customers a postcard notification with information regarding this event. The information content on the mailing is similar to information found here but is provided in format and language required by EPA and State of Oregon.

The City of Sweet Home takes this, and all situations concerning the protection of public health with the municipal drinking water, very seriously. We are aware of what happened in this event and are actively researching why the notification system and back-up did not work as expected, specifically given our new treatment plant, to ensure it does not happen again. As with any new facility there is bound to be issues that are experienced from time-to-time and we are working hard to minimize and/or mitigated service disruptions or water quality completely.

Your trust and confidence in us to provide the highest quality and safe of drinking water to you is our most important goal. Should you have questions and/or concerns regarding this notification please feel free to contact Mike Adams, Public Works Director at 541-367-6243 ext 244 or [madams@ci.sweet-home.or.us](mailto:madams@ci.sweet-home.or.us) .

Please feel free to share this information with anyone who drink City of Sweet Home water, especially those who may not receive notices directly (for example, people in apartments, nursing homes, schools, and businesses).