

SWR Failure to Take Corrective Action Within Required Time Frame Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Havasu Water Company Failed to Correct Significant Deficiencies Within Required Time Frame.

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

The following significant deficiencies were found in our water system during a 12/15/2023 inspection conducted by EPA and/or a sanitary survey conducted on 5/8/2024 by an EPA contractor:

- The vent screen on the active storage tank was partially exposed, allowing dust and particles to enter the storage tank.
- The water level for the storage tank was observed to be at a critically low level during the sanitary survey inspection. The system must maintain a minimum tank level of 10 feet to ensure that the required detention time is met for contact time (CT) log inactivation for Giardia and viruses. Maintaining sufficient water storage is also necessary to avoid a critical situation such as no fire flow, potential low distribution pressure, and tank sediment being sucked into the distribution system from the bottom of the tank.
- The surface water treatment plant is not being operated by an operator that works onsite and holds the required treatment level 2 and distribution level 1 licenses.
- The second chlorine injection point was unknown.

As required by Environmental Protection Agency's (EPA's) Surface Water Rule, we were required to take action to correct these deficiencies. However, we failed to take this action by the deadline established by EPA.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions in response to this notice. 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. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

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

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?

The storage tank vent shroud has been extended to adequately cover the vent screen and was documented as corrected through a photo sent to EPA on 9/5/2024.

We are continuing to work on the other significant deficiencies that remain unaddressed.

For more information, please contact Sean Chapin at (928) 565-0450.

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 Havasu Water Company.

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