

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

EPCOR – Holiday Harbor, Public Water System ID# AZ0415058 System Did Not Meet Treatment Requirements – August 2020

At EPCOR, we're committed to providing water and water service you can count on. We test water in our systems daily, and adhere to stringent Federal and local guidelines, including checking at various stages of its cycle — from wells, rivers, and mains to the tap itself — to ensure that the water you receive is safe. It's a process our water quality experts repeat over 21,000 times a year to make sure water meets drinking water standards and to monitor for contaminants.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Water samples for August showed that 53% of turbidity measurements were over 0.3 turbidity units — the standard is that no more than 5% of samples may exceed 0.3 turbidity units per month. Normal turbidity levels at our plant run below 0.3 turbidity units. Additionally, in order to ensure proper disinfection, water in the treatment plant must be in contact with enough chlorine for a minimum amount of time. For the month of August, this did not occur at all times as disinfectant levels dropped below 0.2 mg/L entering the distribution system for more than four hours which does not meet standards.

DO I NEED TO DO ANYTHING?

No, there is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor. 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 healthcare providers. 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. Tests taken during this same time period did not indicate the presence of bacteria in the water.

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?

We increased the dosage of treatment compounds that reduce turbidity and monitored and adjusted chlorine levels to compensate for the turbidity problems. Lastly, we inspected and cleaned the filters. Going forward, EPCOR will be installing additional state-of-the-art monitoring equipment in the system that will give us real-time information about changing river turbidity to help us make immediate adjustments to the water treatment process.

For more information, please contact EPCOR's Customer Care team at 1-800-383-0384 or mywater@epcor.com.

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.

September 21, 2020