



FEBRUARY 2017

# WHAT YOU NEED TO KNOW : ELEVATED TURBIDIDTY



*This month you will be receiving notifications about elevated levels of Turbidity (cloudiness of the water) that occurred on January 24, 2017 at 2:33pm at a location within the treatment process.*



## WHAT DOES THIS MEAN?

There is nothing that you need to do in response to the Notice. We are required to send you a Notice of Violation whenever our operations fall out of technical compliance. The incident is classified as Tier 2 Treatment Technique Violation, which requires us to notify you within 30 days of the occurrence. If this had been an emergency or a Tier 1 violation, you would have been notified immediately.

## IS MY WATER SAFE?

**Yes. We take these violations or notifications seriously.**

Even though this was not an emergency situation you deserve to know what happened and how our treatment plant facilities performed to effectively manage an upset condition like this one.

Our treatment plant facilities have been specifically designed to provide a multi-barrier approach to water treatment with a level of redundancy not normally employed. **Because of this, the elevated turbidity water did not leave our treatment facility and we maintained water quality well below the required turbidity standards.**

## WHAT HAPPENED AND WHAT DID WE DO?

The elevated turbidity occurred for approximately 2.5 minutes during a routine cleaning exercise of one of our eight (8) Microfiltration/Ultrafiltration (MF/UF) filters. Operational staff were monitoring the cleaning procedure and identified the increasing turbidity. Swift and effective actions were taken by the Water Treatment Plant staff and 100% of the water was sent to a Chlorine Contact Chamber where it was effectively disinfected. Then, most importantly, the water was filtered one more additional time using Reverse Osmosis and Nanofiltration. After the water was filtered, it was chlorinated again and the turbidity was measured for a second and final time before exiting the Water Treatment Plant. The final turbidity reading before leaving the Water Treatment Plant **did not exceed 0.06** Turbidity Units which is 8 times less than the mandated turbidity standard of 0.5 Turbidity Units.

Our customers have benefitted from a Strategic Plan and approach to embrace design and construction of redundant and backup systems using leading-edge technology like MF/UF, Reverse Osmosis and Nanofiltration.

The District's Water Treatment facilities are unique and go above and beyond conventional water treatment plant designs and State and regulatory requirements. Unfortunately, there is very little we can do to alter the wording of the official notification that you will be receiving and admittedly it does not sound good. However, the effectiveness of our water treatment processes significantly eliminated the severity of the event.

## WHO CAN I TALK TO?

If you have any questions please contact either Bret Guillory, PE, Assistant Manager or David Reinertsen, Assistant Manager at 970-434-7328.

