



WEST IREDELL WATER COMPANY

P O Box 5607
Statesville, NC 28687
Phone (704) 873-1658
FAX (704) 873-1655
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www.westiredellwater.com

System Number: 01-49-158

4/26/17

Dear Customers of the West Iredell Water Company:

On Monday, April 24, 2017, at approximately 1:00 pm we received notification from the City of Statesville concerning increased turbidity (cloudiness) levels at their water treatment plant. Although ***this was not an emergency***, since we purchase some of our water from the City of Statesville, they notified us of the problem. Likewise, as customers of the West Iredell Water Company, we want you to know what happened and what has been done to correct the situation. Please refer to the ***Notice To The Public*** from the City of Statesville found on the back of this sheet for full details concerning this incident. You will notice that the City of Statesville immediately isolated the problem and removed the surface water away from the excavated area. Proper disinfection levels were maintained throughout. Upon receiving this notification from the City of Statesville, the West Iredell Water Company took the immediate precautionary measure of shutting off the water supply coming into our system from the City of Statesville. As an extra precautionary measure, before resuming water flow from the City of Statesville, we waited on the results of a turbidity sample that was taken prior to the entry point where water from the City of Statesville enters our system. This sample was taken on 4/26/17 at 9:00 am and the results indicated a turbidity level of 0.18 NTU, well below the maximum standard of 1.0 NTU.

If you have any further questions or concerns about this notice, please contact Tony Harper, General Manager at (704) 873-1658.

Sincerely,

Tony Harper
General Manager
West Iredell Water Company

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

City of Statesville Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation. We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Normal turbidity levels at our plant are less than 0.3 nephelometric turbidity units (NTU). Water samples taken on 4/23/17 showed levels of a maximum of 2.3 NTU. This was above the standard of 1 NTU. Because of the high level of turbidity, there is an increased chance that the water may contain disease-causing organisms.

What should I do?

- You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- 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?

Turbidity has no health effects. However, 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.

What is being done?

X At the Water Treatment Plant, a project is underway to repair a construction joint with an open excavated area exposing this joint. Heavy rains prior to 4/23/17 filled this excavated area letting surface water seep into our Wet Well, causing this problem. However our chlorine levels (Disinfection) were maintained. We immediately isolated this problem and took the precautionary measures to remove this surface water away from the excavated area. If for any reason you experience any cloudiness in your water do not hesitate to call the number below and we will send a crew out to investigate. Thank you for your cooperation.

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.

For more information, please contact:

Responsible Person	System Name	System Address
Weston Johnson	City of Statesville	232 Pump Station Rd.
Phone Number 704-878-3441	System No. 01-49-010	System Address PO Box 1111 Statesville, NC 28687

Violation Awareness Date: 04/24/2017

Date Notice Distributed: 04/24/2017 Method of Distribution: City Website / Billing

Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: _____
(Signature) (Print Name) (Date)