

Memorandum

To: Mayor and Council
From: Tom Baker, John Wenzel, Daniel Becker
Date: March 2, 2016
Re: Water Treatment Standards

Purpose: The purpose of this item is to inform Council of a state requirement to notify Town customers of a period of time in December, 2015 when our water treatment process fell slightly below state standards.

Background and Discussion: As you may remember, Greg Colter invited CDPHE to review our water treatment process early last year and as a result the state initially claimed that we were not getting enough chlorine contact time. Our Town Engineer disagreed with CDPHE and so a dye test was conducted, which demonstrated that the Town Engineer was correct. Since the CDPHE visit, the state has develop a new calculation method for our treatment protocol.

As you may know, there is a significant amount of science and math involved in both water treatment and wastewater treatment and the town invests in training to educate our Utilities Team and supports their acquisition of certifications – levels D through A and rewards team members for every level increase in certification. Our Utilities Team is frequently studying and preparing for certification testing to increase their knowledge.

For 12 days in mid-December, 2015 the water system did not meet treatment calculations of 1.0 for chlorine contact. During that time, our chlorine contact ranged from 0.88 to 0.99. While this situation was not an emergency and did not require customers to take corrective action (boil water for example) the state does require that customers be notified and given an explanation of what happened, what it means, what they should do, and what is being done, etc. (see attached notice). Notice must be mailed to customers and posted in a public place so that people who do not receive this information directly can become informed. The state has set a deadline of March 8, 2016 for the notice to be delivered.

The Utilities Team corrected this treatment issue by slowing the water filtering rates and slightly increasing chlorine dosage. The Utilities Team expects to easily manage the new treatment technique and anticipates no further violations in the future.

Request: Public Works Director John Wenzel and Utility Supervisor Daniel Becker will attend the meeting and explain this situation and protocol. Town Clerk Melody Harrison and Deputy Town Clerk Mindy Andis are prepared to mail and post the notice to meet the state deadline.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Town of New Castle Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this situation does not require that you take action, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. For 12 days in mid-December, 2015 this did not occur. Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the "contact time," depends on the amount of disinfectant in the water and the temperature of the water.

What does this mean? What should I do?

- ✓ You do not need to boil your water or take other corrective actions.
- ✓ 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.
- ✓ People with severely compromised immune systems, infants, and some elderly may have been at an increased risk.
- ✓ If you have specific health concerns consult your doctor. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA's Safe Drinking Water Hotline at 1(800)426-4791.

What happened? What is being done?

Tests taken during this same time period indicated no presence of bacteria or other disease-causing organisms in the water.

For 12 days in mid-December the town's water treatment system provided chlorine contact time slightly below the state requirement due primarily to a new calculation protocol that was being applied.

Corrective actions were taken in December of 2015 and included slowing the filtering rates and marginally increasing chlorine dosage. We expect that this situation can be easily managed and anticipate no future violations.

For more information, please contact Daniel Becker Utilities Supervisor of the Town of New Castle at 970-984-0669 ext 206 or dbecker@newcastlecolorado.org

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 Town of New Castle
Colorado Public Water System ID#: CO0123538 Date distributed: 2/26/2016