

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

此份有关你的食水报告, 内有重要资料和讯息, 请找他人为你翻译及解释清楚。

San Gabriel Valley Water Company Failure to Meet Treatment Requirements

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 did (are doing) to correct this situation.

We are required to disinfect our drinking water source, Plant No. 1 located in El Monte. On June 17, 2019, from 9:00 AM to 4:05 PM, we did not meet our treatment requirements to provide sufficient levels of disinfectant due to a delay in obtaining a confirming physical water sample in the field. The area that may have been affected is a portion of the City of El Monte.

What should I do?

- **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.

While we have not detected any evidence of contamination in, or other health threats to, our source water, we are committed to providing the required level of treatment to the water from Plant No. 1 to eliminate the threat of contamination and to provide our customers with safe reliable drinking water.

- **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 with your health care provider.
- 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 health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking water Hotline at 1(800) 426-4791.

What happened? What is being done?

On June 17, 2019, a physical water sample was not collected for more than four hours to confirm a low residual chlorine reading from the continuous online chlorine analyzer when the level dropped below the required minimum disinfection residual of 1.0 parts per million (ppm) at San Gabriel Valley Water Company's groundwater treatment plant located in El Monte at 9:00 AM. At 4:05 PM that same day, the treatment plant was taken out of service while the treatment operator collected a physical water sample to verify the chlorine residual and adjusted the chlorine dosage, correcting the issue at 5:25 PM the same day. The results of the physical water sample collected showed that the chlorine residual was actually above the required minimum residual of 1.0 ppm indicating that the online analyzer chlorine residual readings were inaccurate. Additional measures have been put in place to monitor disinfection levels to ensure prompt identification of a drop in the minimum disinfection residual.

For more information, please contact Hai-Van Nguyen, Water Quality Superintendent at (626) 448-6183 or htnguyen@sgvwater.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 public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by San Gabriel Valley Water Company.

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