

## PUBLIC NOTICE

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

#### **Woonsocket Water Division Does Not Meet Treatment Requirements**

Our water system, specifically the treatment process operated by Woonsocket Water Services LLC; SUEZ, recently violated a drinking water requirement. 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 and are doing 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 0.1 nephelometric turbidity units (NTU). Water samples taken on December 2<sup>nd</sup> showed levels of 2.529 NTU for a duration of less than 1 hour. This was above the standard of 1.00 NTU. Because of these high levels of turbidity, there was an increased chance that the water may have contained disease-causing organisms.

#### **What should I do?**

- There is nothing you need to 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?**

This is not an emergency. If it had been, you would have been notified within 24 hours. *Turbidity has no negative 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 which 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?**

- Operating procedures for the process have been updated
- Monitoring frequency has been increased
- Training has been provided to our operations staff on the updated procedures and increased monitoring
- Valve operation is being evaluated and adjusted as needed

For more information, please contact Marc Viggiani at 401-767-9297 or [mviggiani@woonsocketri.org](mailto:mviggiani@woonsocketri.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 Woonsocket Water division. State Water System ID#: 1559518.

Date distributed: March 17, 2020.

## **PUBLIC NOTICE**

### **IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

#### **Reporting Requirements Not Met for Woonsocket Water Division**

PWS# RI1559518

Our water system, specifically the portion operated by Woonsocket Water Services LLC; SUEZ, violated drinking water standards for reporting on two occasions over the past year. Although this was not an emergency, as our customers, you have the right to know what happened and what we did to correct the situation.

We are required to report the monitoring results of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. For our August 2019 results, we did not correctly report the results of monitoring for bacteria (*E. coli*) by the due date. Also, for our October 2019 results, we did not correctly report the number of bacteria samples analyzed (reported 102 instead of 101) by the due date.

#### **What should I do?**

There is nothing you need to do at this time. **You do not need to boil your water or take other actions.**

#### **What is being done?**

- The report verification process has been updated to include a validation checklist and dual review process
- All staff responsible for reporting have been trained on the updated verification process

For more information, please contact Marc Viggiani at 401-767-2619.

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DATED: March 17, 2020.