



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

The City of Dallas 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 .1 turbidity units. Water samples taken on 1/16/2021, 1/17/2021 and 1/18/2021 showed levels of up to 3.8 turbidity units. This was above the standard of 1 unit. Because of these high levels 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.
- 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 EPA, Safe Drinking Water Hotline at (800) 426-4791 or the Department of Human Services Drinking Water Program at (971) 673-0405.

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 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 happened? What was done?

A problem occurred with the treatment system at the water plant. Heavy rains and flooding caused extremely high turbidity levels in our water source. A combination of events occurred at the treatment plant which made it extremely difficult to provide drinking water below the standard maximum of 1 turbidity unit. During the event, we: added chemicals that reduce turbidity, sampled treated water for presence of coliform bacteria, monitored and adjusted chlorine levels as needed to compensate for filtration problems, and inspected and cleaned the filters. Since the event we have repaired all damaged equipment. Our treatment plant returned to compliance on 1/18/21 and we foresee no further issues.

For more information, please contact Megan Beyer at 503-831-3559 or Megan.Beyer@dallasor.gov

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 the City of Dallas. State Water System ID#: OR4100248.
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