

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

North Carver Water District Failed to Perform Activities Required to Address Coliform Bacteria Detection in the Water System

During recent routine monitoring, in July 2023, our water system tested positive for total coliforms.

For samples collected on July 11, 2023, we had two total coliform positive, *E. coli* absent samples (one raw water sample collected prior to treatment, and one manifolded finished water sample, post treatment). We collected three repeat samples but failed to follow the approved RTCR Sampling Plan as required. The failure to collect the correct repeat samples constituted a Revised Total Coliform Rule (RTCR) Treatment Technique Trigger (TTT).

We were required to submit a RTCR Level 1 Assessment in response to the RTCR TTT. The Assessment was due by August 9, 2023, however we failed to submit the assessment by the due date. Failure to submit the assessment by the due date constituted a RTCR Treatment Technique Violation (TTV). We completed and submitted the required Level 1 Assessment and have returned to compliance regarding the RTCR TTV. The assessment was received by MassDEP on August 11, 2023.

WHAT HAPPENED?

- 1) When one of our routine monthly water samples (collected July 11th, 2023) came back from the lab as Total Coliform positive (TC+), we were required to collect repeat samples in specific locations. However, due to a clerical error, one of the repeat samples (collected July 13th) was collected from the wrong location, which required us to file a Level 1 Assessment. **This was a clerical error only. All follow-up samples collected out in the system have come back negative (TC-).**
- 2) The Level 1 Assessment above was due within 30 days of the routine sampling event on July 11th, meaning the Assessment was due on August 9th. However, we mistakenly counted the 30 days from July 13th (when the repeat samples were collected). Therefore, the Assessment was submitted 2 days late. **Again, this was a clerical error only.**

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.

When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found. We failed to conduct the required assessment by August 9, 2023. No sanitary defects were found during the assessment.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours. Failure to identify and correct the defects has the potential to cause continued distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

Where can I get additional information?

If you have questions about your water system's operation, water quality monitoring, or response to this issue, please contact the system operator directly. If you have questions about the drinking water regulations or health risks posed by this contaminant you can contact the MassDEP Drinking Water Program at: program.director-dwp@mass.gov or 617-292-5770. If you have questions about specific symptoms, you can contact your doctor or other health care provider. If you have general questions about public health, you can contact the Massachusetts Department of Public Health at 1-617-624-5757.

For more information, please contact: Deborah Trumbull (owner) at 978-835-7526

Or Kim Packard (General Manager) at 978-486-1008.

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 North Carver Water District, PWS ID#: 4052072. Date distributed: _____.

Reference NONCSA #00016169