

# IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

## **BROOKHAVEN RETREAT PWS 2500024 Failed to Complete Seasonal Start-Up Procedures**

Before we open each year and serve water to the public we are required to complete certain start-up procedures to make sure the water we provide is safe to drink. This year we failed to [describe what you failed to do, for example, disinfect the water system or collect the required number of coliform bacteria samples] before providing water. As our customers, you have a right to know what happened and what we are doing to correct this situation.

Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

*\*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. **During June 2017**, we "did not complete all monitoring or testing" for **Total Coliform(s)**, and therefore cannot be sure of the quality of your drinking water during that time.\**

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

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?**

This is not an emergency, as we have completed the start-up procedures. If it had been, you would have been notified within 24 hours.

Failure to perform the required start-up procedures prior to serving water to the public has the potential to distribute contaminated water. When our system shuts down operation, the lack of pressure in our pipes can allow the entry of bacteria and other disease-causing microorganisms into the drinking water. By performing start-up procedures such as flushing the pipes, disinfecting the water, and collecting a coliform bacteria sample before we open, we can be sure that we are providing you with safe water.

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

A return to regular monitoring has been implemented and start-up procedures will be followed at the appropriate time, as laid out by the governing water monitoring organization (TCEQ).

For more information, please contact Stuart Pulscher via phone at 903-769-2811, or by mail: 748 CR 3909, Hawkins TX 75765.

*\*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 BROOKHAVEN RETREAT. State Water System ID#: 2500024

DATE DISTRIBUTED 9/25/2018