

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### City of High Point [System] 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 .06 nephelometric turbidity units (NTU). Water samples taken on January 6, 2010 showed levels of a maximum of 1.82 NTU. This was above the standard of 1 NTU. 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's Safe Drinking Water Hotline at 1-800-426-4791.

#### 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 that 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? When will the problem be corrected?

The City of High Point's water treatment plant experienced a problem with its filters due to an extended period of extremely cold temperatures. Very cold temperatures cause the water to become very dense, which will not allow the turbidity particles to settle properly and this caused our filters to become overloaded. This in turn caused the filters to spike above the allowable turbidity limit. The Regional Section of the Public Water supply was informed and subsequently came to the plant for a consultation. The water plant operators are constantly monitoring water conditions and are adjusting chemicals as needed. The disinfectant has been increased and daily bacteriological test are being performed to insure safe drinking water to the citizens of High Point. Design engineers have been consulted and filter restoration is currently underway to restore four filters that are out of service at present. The Water Plant returned to compliance immediately after the violation occurred.

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.

For more information, please contact:

Responsible Person Terry Houk	System Name City of High Point	System Address (Street) 211 S. Hamilton Street
Phone Number 336-883-3111	System PWSID # NC0241020	System Address (City, State, Zip) High Point, NC 27260

Violation Awareness Date: January 7, 2010

Date Notice Distributed: 1-20-10 Method of Distribution: U.S. MAIL

#### Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: W. Chris Thompson W. CHRIS THOMPSON 1-20-10  
(Signature) (Print Name) (Date)

20