

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Osceola Water Works Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. As required by the Iowa DNR, we continuously monitor disinfectant residual at the treatment plant at the source entry point to the distribution system. The standard is that the residual disinfectant concentration in the water entering the distribution system cannot be less than 0.3 mg/L free residual or 1.5 mg/L total residual for more than four hours. However, beginning February 25, 2024, the disinfectant residuals measured less than either of these concentrations until process modifications were made and adequate disinfectant residuals were restored on February 28, 2024. We also experienced a malfunction of the continuous monitoring instrument between February 18 and 25, 2024. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, 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.
- 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.
- This situation **does not** require that you take immediate action. If it had, you would have been notified immediately.

What does this mean?

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

Osceola Water Works received a Treatment Technique and Monitoring Violation from the Iowa DNR on March 1, 2024. Osceola Water Works uses continuous monitoring equipment to monitor disinfectant residuals entering the distribution system. During the time period of February 18th and February 25th this equipment malfunctioned. Iowa Administrative code specifies that the residual disinfectant concentration in the water entering the distribution system cannot be less than 0.3 mg/l free residual or 1.5 mg/l total residual for more than four hours. Due to the equipment malfunction during this timeframe, the chlorine readings recorded by the equipment at the entry point to the distribution system during this timeframe cannot be confirmed.

A daily grab sample was collected in the distribution system during the time frame of February 18th and February 25th and results indicate chlorine residuals were above 0.3 mg/l free residual or 1.5 mg/l total residual that is required.

On February 25, 2024, new parts were installed in the continuous online monitoring equipment and Osceola Water Works made a change in its chlorination process to free chlorine. Management has revised standard operating procedures based off Iowa DNR recommendations and has increased the frequency operators manually collect and analyze confirmation samples and compare them to the continuous monitoring equipment.

Grab samples continue to be taken at the entry to the distribution system and at random locations throughout the distribution system. All readings indicate that chlorine residuals are above 0.3 mg/l free residual or 1.5 mg/l total residual that is required.

For more information, please contact Brandon Patterson, Water Superintendent at 641-342-1435 or email osceolawater2@windstream.net.

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.