The San Diego County Water Authority is a wholesale water provider that treats and sells drinking water to your local retail water agency for distribution to homes and businesses. The Water Authority recently violated a drinking water standard. Although this was not an emergency, our customers have a right to know what they should do, what happened, and what we are doing to correct this situation.

To ensure proper disinfection, water in the treatment plant must be in contact with the proper dosage of ozone, or other similar disinfectant, for a specified period. On April 21-22, 2019, this did not occur. Although ozone is able to inactivate and/or kill most bacteria and organisms such as viruses and parasites, it requires the proper dosage be applied to the water. The amount of ozone, or dosage, depends on the amount of contact time with the water and the temperature of the water.

The water in regional pipelines continued to be safe for all uses due to additional treatment processes that are in place. However, state regulations require that the San Diego County Water Authority notify all customers who may have received water treated on April 21-22. The notice was required within 30 days of the formal citation issued by state regulators on June 4, 2019. The Water Authority was granted an extension to avoid sending the notices over a holiday weekend. If there had been an emergency, people would have been notified immediately.

What should I do?

- You do not need to boil your water or take other actions.

- This is not an emergency. If it had been, you would have been notified immediately. Tests taken during this same time period did not indicate the presence of bacteria in the water.

- Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that 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.

- 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 U.S. EPA’s Safe Drinking Water Hotline at 1(800) 426-4791.

- If you have other health issues concerning the consumption of this water, you may wish to consult with your doctor.

**What happened? What is being done?**

On April 21-22, 2019, a valve failed to fully open resulting in an uneven flow through the ozonation process within the treatment plant. This resulted in a portion of the flow not receiving the proper ozone dosage. Once discovered, measures were taken to correct the plant’s operation. Follow-up actions have been implemented, including policy and engineering changes to immediately identify and correct improper valve conditions.

For more information, please contact the San Diego County Water Authority at (858) 284-4142 or 610 West 5th Avenue, Escondido, CA 92025. Additional information is at: www.sdcwa.org/water-quality.

*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 public notice in a public place or distributing copies by hand or mail.*

**Secondary Notification Requirements**

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).

- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.

- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by the San Diego County Water Authority.

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