



Water Quality FAQs – July 2019

1. What happened?

- The Twin Oaks Valley Water Treatment Plant experienced a treatment process failure on April 21-22, 2019. The malfunction lasted for about 15 hours, when ozone dosage levels in the plant fell below state-mandated levels. The failure was the result of a valve failing to fully open.

2. What are ozone residuals?

- Ozone is a widely used disinfectant in water treatment systems and part of the treatment process at Twin Oaks.

3. Was my health jeopardized by this failure?

- No. The water in regional pipelines continued to be safe for all uses due to additional treatment processes that are in place.
- Water quality testing during and after the event did not indicate the presence of bacteria in the water.
- No precautions need to be taken.

4. Do I need to boil my water?

- Residents don't need to boil water or take other precautions.

5. How do you know my water was safe?

- There were other treatment processes in place that provided the required level of treatment.
- Water quality testing during and after the event did not indicate the presence of bacteria in the water.

6. What other treatment processes were in place that helped to maintain water quality?

- The other treatment processes in place are membrane filtration and chlorination.

7. Why was the public not contacted immediately when the failure happened?

- This was not an emergency. If it had been, you would have been notified immediately.
- State regulators were notified of the treatment process malfunction.
- The Water Authority is following noticing requirements set by state regulators.

8. Should I consult a doctor?

- It has been determined in consultation with the state Division of Drinking Water staff that overall water quality was not compromised.
- Multiple barriers and processes in place ensured continuous protection.
- If you are concerned, you may wish to consult a health professional.

9. Can I talk with someone about this incident?

- Yes. The Water Authority has set up a hotline at (858) 284-4142.

10. Has the treatment plant fixed the problem?

- Yes. The facility has updated its operational procedures and installed additional monitoring equipment to prevent future problems.

11. Was my water district among the affected agencies?

- We are mailing postcards to notify customers who potentially received water from Twin Oaks on April 21-22.
- Affected agencies include Carlsbad Municipal Water District, Helix Water District, City of Oceanside, Otay Water District, Padre Dam Municipal Water District, Rainbow Municipal Water District, Ramona Municipal Water District, Rincon del Diablo Municipal Water District, Vista Irrigation District, City of San Diego, Vallecitos Water District, and Valley Center Municipal Water District.

12. Was my home affected?

- Residents can use a searchable map at www.sdcwa.org/water-quality to determine if their house may have received water from Twin Oaks plant during the citation period.

13. Why is this not mentioned in the Drinking Water Quality Report that I recently received from my water provider?

- Because of the timing of this event, it's not included in the 2018 reports that are currently being issued by retail water agencies. However, affected agencies will note it in next year's reports.

14. How do I inform my employees, students or tenants about this incident?

- The official state notice is posted at www.sdcwa.org/water-quality. Provide a link or a hardcopy of the notice to tenants, employees or students in accordance with state health codes. [Click here](#) for secondary noticing requirements in State Health and Safety Code Section 116450(g).