



# PUBLIC NOTICE

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Rich Hill Public Water System Failed to Meet Disinfection Requirements

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

The Missouri Department of Natural Resources sets drinking water standards and has determined that systems like ours that have been required to disinfect must maintain a minimum residual disinfectant concentration of 1.0 mg/L chloramines in the water entering the distribution system to ensure that the water dispensed to the public is adequately disinfected and safe to drink. On **May 21, 2017 and May 22, 2017**, our water system failed to maintain the required minimum chloramine residual of 1.0 mg/L for more than four (4) hours at the entrance to the distribution.

### What should I do?

1. For this type of violation, actions such as boiling drinking water are not usually deemed necessary for the general population. However, if you have specific health concerns, consult your doctor.
2. 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?

Drinking water that is inadequately treated or inadequately protected may contain disease-causing pathogens. These pathogens can cause symptoms such as diarrhea, nausea, cramps, and any associated headaches and fatigue. The Department of Natural Resources sets requirements for treating drinking water to reduce the risk of these adverse health effects. While we have not detected any evidence of contamination in our source water, we failed to maintain the state required level of treatment entering the distribution system.

As our customers, you have a right to know what happened and what we are doing to correct this situation.

### What happened? What is being done? (Describe corrective action.)

*New operator performed water testing and found results below DNR Regulations of 1.0 mg/L. Operator did not call licensed operator within time allowed. Corrective action was shut down plant. Dumped all water and refilled clear water with water meeting regulation.*

For more information, please contact water system staff indicated below.

Brian Kassner at 417-395-2250 or 120 W. 7th St Rich Hill  
(name of water system contact) (phone number) (mailing address)

Additionally you may contact the Missouri Department of Natural Resources' Kansas City Regional Office at 816-251-0700 or Public Drinking Water Branch at (573) 526-6925.

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 public notice is for Rich Hill.  
State Water System ID#: MO1010682

Date of notification: June 20, 2017  
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