

PUBLIC NOTICE

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Rich Hill PWS Failed to maintain the required minimum disinfectant residual.

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

Our system failed to maintain the required minimum disinfectant residual required at the entrance to distribution from 11:17am on April 24,2025 to 8:01pm on April 24,2025. Although this violation does not constitute an emergency, you have a right to know what is happening and what we are doing to correct the situation.

What should I do?

1. For this type of violation, actions such as boiling drinking water are usually not deemed necessary for the general population. However, if you have specific health concerns, consult with your doctor.
2. People with severely compromised immune systems, infants, and some elderly may be at increased risks. 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?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches. While we have not detected any evidence of contamination in our source water, we failed to maintain the 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?

Chlorine residual fell below 1.0mg/L for more than 4 hours. Chemical feed rates have been adjusted.

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

Anabel Lara at 417-395-2250 or Alara@alliancewater.com

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 PWS
State Water System ID#: MO1010682

Date of notification: 4/30/2025