

**Tier 1 Violation**  
**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**  
**Port Deposit Drinking Water System Did Not Meet Treatment Requirements**

Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Normal turbidity levels at our plant are less than 0.3 turbidity units. Water samples taken November 21, 2020, from 8:00 a.m. until 2:00 p.m., showed levels up to 3.5 turbidity units. This was above the State and federal standard of 1.0 turbidity units. Because of these high levels of turbidity, there was an increased chance that the water may have contained disease-causing organisms, although chlorine disinfection levels were within acceptable ranges during this event.

**What should I do?**

- There is nothing you need to do. You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. 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?**

*Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused only by organisms in drinking water. If you experienced any of these symptoms and they persist, you may want to seek medical advice.*

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

The high turbidity was caused by an operational error and corrective actions have been taken and additional alarms are being implemented. Our system has since returned to compliance.

For more information, please contact Artesian's Water Quality Department at (302) 453-2507 or 664 Churchmans Road, Newark DE 19702.

*Please share this information with everyone who may 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 notice is being sent to you by Artesian Water's Port Deposit Water System Number MD0070020.  
Date distributed: 12/04/2020