

## **IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

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

### **Golden State Water Company's Barstow System had levels of coliform bacteria above the drinking water standards in November 2009**

Golden State Water Company (GSWC) makes it a top priority to provide high quality water to all of its customers. A major part of our efforts to ensure high quality water is our water testing program. The following is a mandatory notification, required by state law, when we learn about changes in water quality as a result of our testing. In addition, we are committed to providing **customers with timely and accurate information** about their water supply.

GSWC's Barstow water system, which services the City of Barstow and surrounding areas of San Bernardino County, recently failed to meet the drinking water standard for total coliform bacteria, which are naturally present in the environment. On Nov. 3, samples from the water system tested positive for coliform bacteria. GSWC took immediate action by taking follow-up samples and increasing chlorine residuals. The results of subsequent testing on Nov. 5 and weekly testing throughout November were all negative for the presence of coliform bacteria.

While the Barstow water system is now in compliance with all regulations, the standard set by the California Department of Public Health states that no more than 5% of samples per month may show the presence of coliform bacteria. As a result of the number of positive samples recorded Nov. 3, 8% of our samples showed the presence of coliform bacteria for the month.

#### **What should customers do?**

- **You do not need to boil your water or take other corrective actions.**
- If this was an emergency or required prompt action, you would have been notified immediately.

#### **What are coliform bacteria?**

Total coliform bacteria are generally not harmful themselves. Coliforms are bacteria which are *naturally present* in the environment and are *used as an indicator* that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

#### **What causes coliform bacteria?**

Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution system (pipes). Whenever GSWC detects coliform bacteria in any sample, we do immediate follow-up testing to determine if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. GSWC collected additional samples after the detection of total coliform in the Cordova system; **we did not find any of these bacteria in our subsequent testing, and further testing shows that this problem has been completely resolve.**

#### **How was the coliform bacteria identified and corrected?**

After submitting routine weekly water quality samples collected from the distribution system, our independent laboratory notified us of the coliform bacteria detection. GSWC took immediate action by taking follow-up samples and increasing chlorine residuals throughout the system. Chlorine acts as a disinfectant. If coliform bacteria were present in the system, increasing the chlorine residual would kill the bacteria. **Follow-up samples showed that the problem had been resolved.** We assure you that this situation has been resolved and your water is now in compliance with all drinking water regulations.

#### **What are the risks to people?**

- Although GSWC believes that your water is in compliance with all drinking water regulations, as a precaution, people with severely compromised immune systems, infants, and some elderly 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.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

For more information, please contact Jeff Long, Water quality Engineer at 1-800-999-4033 or write to 13608 Hitt Road, Apple Valley, CA 92308.

*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 Golden State Water Company –Barstow System.