

**PUBLIC NOTICE**  
**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**  
**MARSHALL PWS PUBLIC WATER SYSTEM FAILED TO MAINTAIN 4 LOG TREATMENT OF VIRUSES**

*ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA POTABLE. TRADUZCALO O HABLE CON  
ALGUIEN QUE LO ENTIENDA BIEN.*

Our water system is required by the Missouri Department of Natural Resources to treat its well water so that there is at least 99.99% inactivation or removal of viruses. This 99.99% virus inactivation or removal is referred to as 4 log treatment. To ensure our water system is maintaining at least 4 log treatment, our water system is required to maintain a minimum disinfectant concentration every day that water from the ground water source is served to the public. During **May 2018**, we did not maintain the minimum disinfectant concentration necessary to prove 4 log treatment. As a result, our water system is in violation of the Ground Water Rule treatment technique requirement for maintaining adequate treatment prior to the first customer. The reason for the failure to maintain adequate treatment prior to the first customer was: Failure to maintain Microbial Treatment (10 CSR 60-4.025(5)(c)) and Failure to Meet Minimum Disinfectant Residual (10 CSR 60-4.055(3)) for the May 2018 monitoring period. The City of Marshall failed to maintain at least 99.99% (4-log) treatment of viruses before or at the first customer and failed to maintain the minimum residual disinfectant concentration of 0.5 mg/L free chlorine in the water entering the distribution system on May 15 - 20, 2018.

**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 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?**

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 have failed to maintain the required level of treatment prior to distribution.

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

In order to reduce disinfection by-products, we are making several upgrades to our Water Treatment Plant. One was adding baffles to our clear wells that increase contact time with the added chlorine, and another is installing new pumps that inject the chlorine into the system. We attempted start-up on both of these projects at the same time which created a situation making it difficult for us to maintain the proper disinfection level required by MODNR/EPA standards. The Missouri Department of Natural Resources was contacted, and they assisted us with a solution for the situation. Customers taking water in the City of Marshall did not see chlorine levels drop below the 0.5mg/L level. Customers taking water at the Treatment Plant were affected by the low chlorine levels. Any future start-up procedures of new equipment being brought on line at the Marshall Water Plant will be reviewed with the MoDNR. Notification to all customers will be made if chlorine levels ever drop below the required .05mg/L level.

We encourage public interest and participation in our community's decisions affecting your drinking water. Informed customers are our best allies in providing safe and sufficient drinking water. Regular Board of Public Works meetings are held at 8:30 a.m. in the MMU office, 75 E. Morgan. To get information on Board meeting dates, you can contact the MMU office at 660.886.6966.

**For more information:**

Please contact water system staff:

Kenneth Ray Clause, 660-595-2417

*Additionally, you may contact the Department of Natural Resources' Northeast Regional Office at 660-385-8000 or Public Drinking Water Branch at 573-526-6925*

*Please share this information with all other people who drink this water, especially those who may not have received this 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 for Marshall PWS, State Water System ID#: MO2010502.

Date of notification: July 2018