March 11, 2020

TO: Slatersville Water Company customers
FROM: Maura Beck, Water & Sewer Coordinator
RE: Woonsocket water violation

The Slatersville Water Company receives its water from the City of Woonsocket. On March 6 we received notice that the Woonsocket water treatment process violated a drinking water requirement in December. While not an emergency, all customers are entitled to an explanation.

Woonsocket routinely monitors water for turbidity (cloudiness). This indicates if the water is effectively being filtered. Samples taken on Dec 2, 2019 showed a level of 2.529 NTU for less than 1 hour. This was above the standard of 1.00 NTU. Because of this high level of cloudiness, there was an increased chance that the water may have contained disease causing organisms. However, there is no indication of contamination and none of the subsequent testing has shown any issues.

Woonsocket's Water Superintendent Marc Viggiani confirms the Dec 2, 2019 violation was an isolated incident. All testing since that time, and the system itself, are in complete compliance.

There is nothing you need to do. You do not need to boil your water or take other actions.

Operating procedures in Woonsocket have been updated and monitoring frequency has increased. Training has been provided to their operations staff on how to instill these changes. Valve operation is being evaluated and adjusted as needed.

Enclosed is the notice provided by the City of Woonsocket's Water Division for your review. This is the notice that was provided to the Town of North Smithfield on March 6, 2020. We will also be working to improve the time required to be notified of any water quality matter.

Feel free to contact me with any questions or concerns.

Thank you,

Maura Beck
Water & Sewer Coordinator
Town of North Smithfield RI
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PUBLIC NOTICE

IMPORTANT INFORMATION
ABOUT YOUR DRINKING WATER

Woonsocket Water Division Does Not Meet Treatment Requirements

Our water system, specifically the treatment process operated by Woonsocket Water Services LLC, SUEZ, recently violated a drinking water requirement. 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 and are doing 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 0.1 nephelometric turbidity units (NTU). Water samples taken on December 2nd showed levels of 2.529 NTU for a duration of less than 1 hour. This was above the standard of 1.00 NTU. Because of these high levels of turbidity, there was an increased chance that the water may have contained disease-causing organisms.

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.
PUBLIC NOTICE

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

REPORTING REQUIREMENTS NOT MET FOR WOONSEEKT WATER DIVISION

Our water system, specifically the portion operated by Woonsocket Water Services, failed to meet drinking water standards for reporting on two occasions over the past year. Although this was not an emergency, as there were no negative health effects, it has caused symptoms, such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused by organisms in your drinking water. If you experience any of these symptoms, you may want to seek medical advice.

What is being done?

• Operating procedures for the process have been updated.
• Monitoring frequency has been increased.
• Training has been provided to our operations staff on the updated procedures and increased monitoring.
• The report verification process has been updated to include a validation checklist and dual review process.

What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other actions.

What is being done?

• The report verification process has been updated to include a validation checklist and dual review process.

For more information, please contact Marc Viggiani at 401-767-9297 or mviggiani@woonsookcwtr.org.

Date distributed: March 29, 2020

Marc Viggiani at 401-767-9297.