



October 1, 2019

Please be aware that this notice is for informational purposes only as there is no emergency nor is our water system impacted in any way.

New Jersey American Water, of which we are a bulk water customer of when needed, had samples taken from their Jumping Brook Treatment Plant in Monmouth County which showed an increased amount of turbidity which was above the DEP allowed levels which they attributed happening due to a faulty sensor not picking it up right away. Turbidity is cloudiness that tells whether water is effectively filtered. It has no health effects. When found, NJ American immediately stopped producing water. Their plant is 10 – 12 miles away and nothing showed in our local tests, but since we are a customer, we are mandated to be notified by them and in turn notify our residents by the DEP.

Please be aware, THERE IS NO EMERGENCY, our water supply meets or exceeds all standards. Also, turbidity has no health effects, you can read more on it in the attached information from NJ American Water. Even NJ American's direct customers in Monmouth County were not directed to take any precautions. None-the-less, even minor issues are required to be notified to the public by the DEP.

Please read the following notices below from New Jersey American Water on this incident.



NEW JERSEY
AMERICAN WATER

Dear Valued Customer,

New Jersey American Water is proud to be your local water service provider, and we are committed to providing you with the highest quality water and service possible. I am writing you today to tell you that we made an error recently, and while this was not an emergency, it is something we need to communicate to you.

Attached is a customer notification required by the New Jersey Department of Environmental Protection (DEP) to inform you of the error. The notice explains that water samples taken at our Jumping Brook Treatment Plant on September 2, 2019, showed an increased amount of turbidity, which was above the levels permitted by the DEP, in one portion of the treatment process for a short period of time. As soon as the issue was identified, we acted quickly to stop the flow of water and remove the cause (a faulty sensor in the system). Thanks to the quick response by our expert professionals at the plant, we were able to efficiently and effectively restore our system to normal.

While the samples taken of the finished water leaving the plant did not show any contamination, we are still required to notify you of this issue, because it is your right to know. We take responsibility for this error, and we have instituted additional engineering and process controls to prevent this from occurring again.

If you have any specific questions or concerns, please call our Customer Service Center at 1-800-272-1325, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

Cheryl Norton
President, New Jersey American Water



Important Information About Your Drinking Water New Jersey American Water - Coastal North System Did Not Meet a Treatment Requirement for Turbidity

Our water system 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 New Jersey American Water did to correct this situation.

New Jersey American Water routinely monitors your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Our water system did not comply with the filtration requirements, specifically, our turbidity exceeded 1 Nephelometric Turbidity Units (NTU) in representative samples of the Combined Filter Effluent (CFE) Water. The CFE is the water leaving all of the filters in the treatment plant.

Normal turbidity levels at the Jumping Brook Treatment Plant are less than 0.3 turbidity units (NTU). Water samples taken on September 2, 2019 showed a turbidity level of 2.0 NTU from a portion of the water delivered from the plant. This was above the standard of 1 NTU. Because of these high levels of turbidity, there is 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.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

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 experience any of these symptoms and they persist, you may want to seek medical advice.

What has been done to correct it?

A faulty level sensor caused an increased amount of water to be filtered more quickly than the recommended rates. This caused a small portion of the plant operation to contribute elevated levels of turbidity into the treatment process for a short time on September 2, 2019. The specific filter was taken out of service and remained so until the level sensor was replaced, and additional engineering and process controls were evaluated and instituted.

For more information, or to learn more about protecting your drinking water please contact:

New Jersey American Water's customer service center at (800) 272-1325. A copy of this notice and any updates will be provided on New Jersey American Water's website at www.newjerseyamwater.com, under the Alerts section.

****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 notice is being sent to you by New Jersey American Water – Coastal North. State Water System ID#: NJ1345001

Date distributed: 09/27/2019

Información importante sobre su agua potable

El sistema New Jersey American Water - Coastal North no cumplió con un requisito de tratamiento en relación con la turbidez

Nuestro sistema de suministro de agua incumplió recientemente con un requisito relativo al agua potable. Si bien no se trató de una emergencia, como cliente, usted tiene derecho a saber lo que ocurrió, lo que debe hacer y lo que hizo New Jersey American Water para corregir la situación.

New Jersey American Water controla de forma rutinaria la turbidez (opacidad) del agua. Esto nos indica si estamos filtrando correctamente el suministro de agua. Nuestro sistema de suministro de agua no cumplió con los requisitos de filtrado, específicamente, nuestro nivel de turbidez superó 1 unidad de turbidez nefelométrica (NTU, por sus siglas en inglés) en muestras representativas de agua del efluente de filtro combinado (CFE, por sus siglas en inglés). El CFE es el agua que ya ha pasado por todos los filtros de la planta de tratamiento.

Los niveles de turbidez normales en la planta de tratamiento Jumping Brook son inferiores a 0.3 unidades de turbidez (NTU). Las muestras de agua que se obtuvieron el 2 de septiembre de 2019 mostraron un nivel de turbidez de 2.0 NTU en una parte del agua proveniente de la planta. Esta medición supera el nivel estándar de 1 NTU. Debido a estos niveles elevados de turbidez, las probabilidades de que el agua contenga organismos patógenos aumentan.

¿Qué debo hacer?

- No es necesario que haga nada. No necesita hervir el agua ni tomar otras medidas. **No se nos ha informado sobre ninguna contaminación, y ninguna de nuestras pruebas ha evidenciado organismos patógenos en el agua potable.**
- Si su sistema inmunitario está gravemente comprometido, si tiene un bebé, está embarazada o es un adulto mayor, su riesgo puede ser más elevado y debe consultar a su médico acerca de beber esta agua. Puede obtener información sobre las pautas generales para reducir el riesgo de infección por microbios a través de la línea informativa sobre agua potable segura de EPA al 1-800-426-4791.

¿Qué significa esto?

No es una emergencia. De haberlo sido, se le habría notificado dentro de las 24 horas. *La turbidez no afecta la salud. No obstante, sí puede interferir con la desinfección y proporcionar un medio para el desarrollo microbiano. La turbidez puede indicar la presencia de organismos patógenos. Estos organismos incluyen bacterias, virus y parásitos que pueden provocar síntomas como náuseas, calambres, diarrea y dolores de cabeza asociados.* Esos síntomas no solo son provocados por organismos presentes en el agua potable. Si presenta alguno de estos síntomas y persisten, consulte al médico.

¿Qué se hizo para corregirlo?

Un sensor de nivel defectuoso provocó que una mayor cantidad de agua se filtre a una velocidad mayor que la recomendada. Esto generó que una pequeña parte del funcionamiento de la planta aporte niveles elevados de turbidez al proceso de tratamiento durante un tiempo breve el 2 de septiembre de 2019. Se retiró de servicio el filtro específico y así continuó hasta que se cambió el sensor de nivel y se evaluaron e instalaron controles adicionales de ingeniería y procesos.

Para obtener más información o para aprender cómo proteger su agua potable comuníquese con:

Servicio de atención al cliente de New Jersey American Water al (800) 272-1325. Podrá acceder a una copia de este aviso y a información actualizada en el sitio web de New Jersey American Water, www.newjerseyamwater.com, en la sección Alertas.

Comparta esta información con todas las personas que beban esta agua, especialmente con quienes podrían no haber recibido este aviso directamente (por ejemplo, personas que residan en apartamentos, hogares de ancianos, escuelas y empresas). Puede hacerlo publicando este aviso en un espacio público o distribuyendo copias en mano o por correo.

New Jersey American Water – Coastal North le envía este aviso. ID del sistema de suministro de agua estatal n. °: NJ1345001

Fecha de distribución: 09/27/2019