

March 18, 2024

Dear Valued Customers,

We have been actively addressing the trihalomethane (THM) maximum contaminant level (MCL) exceedance in your water system with dedicated effort and attention. Our team has implemented targeted operational changes and measures over the past few months, and we are pleased to report positive progress from these efforts.

By enhancing pipeline flushing, conducting thorough water sampling, performing valve exercising and maintenance, installing aeration equipment in our tanks, and consulting with specialist experts, we have successfully reduced THM levels throughout the system. Our recent rounds of sampling have shown levels below the MCL (80 parts per billion or ppb), except for one location that slightly exceeds the limit.

We are committed to continuing our efforts to further reduce THM levels system-wide and to implement additional safeguards to prevent future occurrences. Although the current THM levels are below the MCL, the system remains under violation until our four-quarter running average drops below 80 ppb. While this may not happen in the current quarter, we are optimistic about achieving compliance by the third or fourth quarters of 2024.

There will be monthly updates on the agenda for each of the Suisun Solano Water Authority's (SSWA) Board of Directors meetings until this issue is resolved. You can view these updates here, under Section 02.: <https://www.sidwater.org/agendacenter>

We take this matter seriously and appreciate your ongoing patience.

Sincerely,

A handwritten signature in blue ink that reads "Matt Hobbs". The signature is written in a cursive, flowing style.

Matt Hobbs
Water & Power Operations Manager



SUISUN-SOLANO WATER AUTHORITY

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ISSUED: 3/18/2024

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este aviso contiene información muy importante sobre su agua potable, por favor lea el aviso en español si va aquí incluido. Si el aviso en español no va incluido aquí, contacte al sistema de agua para pedir una copia.

SID – Suisun-Solano Water Authority has Levels of Trihalomethanes Above the Maximum Contaminant Level issued November 28, 2023

Our water system recently failed a drinking water standard. Although this is NOT an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received in July and October 2023 show that our system exceeds the standard, or maximum contaminant level (MCL), for Trihalomethanes. The MCL standards for Trihalomethanes are 80 ppb (parts per billion). In July 2023 the average level of Trihalomethanes at one location was 82 ppb. In October 2023 the average levels at three locations were 86 ppb, 96 ppb and 88 ppb.

What should I do?

- You do not need to use an alternative (e.g., bottled) water supply.
- This is not an immediate risk. If it had been, you would have been notified immediately. However, some people who drink water containing Trihalomethanes in excess of the MCL over many years may have an increased risk of getting cancer.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What was done?

After unusually high Trihalomethane results in January 2023, our quarterly location running annual averages were difficult to maintain within the MCL level of 80 ppb. We have made many physical and operational changes, and **recent results have been under the MCL.**

We anticipate resolving the problem within the next three months by May 28, 2024.

For more information, please contact: Sue Murphy, Water Quality Coordinator at, 707-455-4021 or at the following mailing address: 810 Vaca Valley Parkway, Suite 201, Vacaville, CA 95688.

Billing

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A Joint Powers Authority
Providing Drinking Water to the City of Suisun City

Operations

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