Dear Colorado Springs Utilities Customer,

We are sending you this notice to inform you that there was an exceedance of a water quality standard at the Fountain Valley Authority (FVA) water treatment plant. The exceedance does not pose an immediate health risk, but does require notice to potentially affected customers.

The FVA water treatment plant exceeded the drinking water standard for Total Organic Carbon (TOC) for the 1st quarter of 2016. This exceedance requires what is known as a “Tier 2” public notification, which requires that potentially affected customers be notified within thirty days of the violation. A Tier 2 notification is for events where there has been an exceedance of a standard, but that does not pose an immediate risk to human health.

Although this is not an emergency, it is important that you have complete information on what caused this and what steps are being taken to address the situation. While we encourage you to review the attached information, the following is a summary of the key points:

1. This is not an emergency. If it had been, you would have been notified immediately.
2. TOC has no health effects and there is no need to use an alternate water supply (such as bottled water) for drinking or cooking.
3. The reason there is a standard for TOC is that natural organic material in the water can lead to the formation of compounds known as “disinfection byproducts” or DBPs, which may have adverse health effects.
4. Colorado Springs Utilities monitors these DBPs in the distribution system on a quarterly basis and the results are below the Maximum Contaminant Level (MCL) drinking water standards established by the Environmental Protection Agency.

TOC generally increases annually during spring runoff and summer seasons when organic matter is carried from streams that feed into reservoirs. During 2014 and through 2015, we experienced higher overall precipitation -- as well as some high intensity events -- leading to increased transport of organic material into Pueblo Reservoir. This resulted in higher TOC levels. Pueblo Reservoir is the source of the water for the FVA water treatment plant.

Currently, the FVA is conducting extensive research on ways to further reduce TOC in the water both entering and leaving the treatment plant.

We thank you for your patience and understanding as we work through this issue. We would be happy to answer any questions or concerns you may have. Please contact us at (719) 448-4800.