



## NOTICE TO OUR CUSTOMERS:

On July 27, 2024, one of the two settlement basins located at the District's Water Treatment Plant collapsed leaving the plant inoperable. The General Manager, Board, and District Engineer were notified immediately and, after assessment, brought in contractors to reconfigure plumbing so that the one remaining basin could become operational and restore at least partial production. The District's emergency connections with Bridgeport Utilities and the Waterworks Board of Section and Dutton were utilized in order to compensate for the loss of production of the District's treatment plant and meet the necessary water demand of its customers. ADEM and Dekalb and Jackson County Commission Chairmen were notified of the situation. In addition, local fire departments were contacted in order to minimize the strain on the system to provide water. The Board called a special meeting and adopted a resolution of Emergency Declaration to expedite funding for a new Contact Clarifier Project that had previously been submitted for approval through ADEM's SRF program. With assistance from local and state leaders, the Declaration was quickly granted by the Governor's office and ADEM expedited the water system's bid process. Construction began on the District's Clarifiers on December 2, 2024.

Since July 28, 2024, the District's treatment plant has remained only partially operational, and with the assistance of both Bridgeport Utilities and the Waterworks Board of Section and Dutton, it has been able to meet the water demand of its system. We are eternally grateful and appreciative of both neighboring systems for providing us with the ability to meet our customers' water needs. The District will continue purchasing water from these systems until the construction project is completed and the District's treatment plant can be restored to full capacity.

As systems vary as to their permitted treatment techniques, our customers may notice changes that may or may not be aesthetically pleasing at times. However, all systems are regulated by ADEM and EPA with minimum and maximum disinfectant residuals. ***(EPA reference: As part of a multi-barrier regulatory framework to control microbial contamination, public water systems supplied by or under the direct influence of surface water must maintain a disinfectant residual for water that is delivered to customers through a distribution system. Disinfectant residuals in the distribution systems serve three main purposes: to protect against microbial contaminants, to act as an indicator of distribution system upset, and to limit growth of heterotrophic bacteria and Legionella within the distribution system.)*** Dekalb-Jackson Water Supply District continues to use Chlorine Dioxide as its pre-oxidizer in addition to post filtration chlorination. Please reference the District's Consumer Confidence Report for additional information and suspect cause of odors that may exist due to the use of Chlorine Dioxide.

It is the goal of our contractor to have the District's Clarifiers completed and its plant back to full capacity by mid-summer. We appreciate your patience during this period of time. Our privilege and responsibility to provide safe, high quality drinking water which complies with all water quality standards required by EPA and ADEM has been and will always be our top priority.