



City of Florence
A City in Motion

Public Notice

FOR IMMEDIATE RELEASE:
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IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

The Oregon Health Authority, per Oregon Administrative Rule [OAR 333-061-0042(3)(b)(E)], requires the City to inform the public of an occurrence where the water treatment plant did not maintain compliance of a Drinking Water Standard.

Although this incident was not an emergency, as our customers, the City wants to inform you of an occurrence that happened and how the issue was corrected.

You do not need to boil your water or take other actions. This notice is informational only.

What happened? There was a single exceedance of disinfection levels dropping below 0.2mg/l for more than 4 hours. On the morning of September 12, 2019 at 12:01a.m., an error in the computer software system caused the water treatment plant to shut down without notifying our after-hours staff. The result of the shut-down was that the continuous monitoring equipment that analyzes chlorine residual levels did not accurately measure system conditions. This failure also did not alert staff that the plant was in a shut-down condition. Once staff arrived for their regular work shift, the situation was discovered and staff promptly closed an isolation valve to prevent non-chlorinated water from leaving the water treatment plant.

This situation does not require you to take immediate action. If it had, you would have been notified immediately. Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

How was the situation resolved? Immediately after isolating the water treatment plant from the water distribution system, City staff took water quality samples from homes in close proximity to the water plant and confirmed that no untreated water had been introduced into the distribution system. As a precaution, staff flushed the fire hydrant at the corner of 24th and Willow streets to ensure that no untreated water entered the water distribution system.

What has been done to prevent this from happening in the future? Since this occurrence, the City's telemetry specialty contractor has identified the programming error and corrected the programming. In addition, the City has installed new components into the telemetry system that will force the automatic alarm dialer to alert staff in the event of a computer system failure in the future. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly. Additional information, including this notice, is available at <https://www.ci.florence.or.us/publicworks/water-division>.

What should I do? You do not need to take any action. However, if you have any specific health concerns, please consult your doctor.

This notice is being sent to you by the City of Florence, State Water System ID#41-00299.

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