



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información importante sobre su agua potable. Si lo necesita traducido, comuníquese con nosotros al 970-920-5110.

Dear City of Aspen Utilities Customer:

The City of Aspen water system participated in a routine drinking water sanitary survey performed by the Colorado Department of Public Health and Environment's (CDPHE) Water Quality Control Division on Sept. 8 and 9, 2021. On Sept. 30, 2021, the City received the survey's findings, including notification of management type violations with drinking water requirements related to private property backflow assembly testing compliance ratios and a storage tank. As a City customer, you have a right to know what happened, what you should do, and how city staff has corrected the situation.

These violations were not emergencies and did not require the use of an alternate water source. The City of Aspen monitors water quality 24 hours a day, seven days a week, to ensure the water is safe to drink.

This notification complies with federal and state laws requiring water systems to notify customers when a drinking water standard is not in compliance. The City met other drinking water standards during this period.

MANAGEMENT: BACKFLOW ASSEMBLY TESTING COMPLIANCE RATIO

What Happened

The state drinking water program requires that all public drinking water systems test a percentage of the backflow prevention devices annually. For 2020, this ratio was 80%. The City of Aspen received a violation because our water system had completed only 72% compliance in testing by the required date; thus, we did not meet the required percentage.

Why This Happened

Backflow assembly testing is required every year by the state, and it is the responsibility of the homeowner/property manager to provide documentation to the Water Department. The City of Aspen has approximately 4,500 backflow assembly units within its boundaries. The City starts over at 0% each year and works with homeowners and property managers through notification and inspection renewal reminders to reach the compliance ratio.

Corrective Actions

- The Compliance Ratio was resolved on Wednesday, Oct. 13, 2021; the City is currently compliant.
- Water Department staff continuously reach out to all homeowners and property managers, backflow testers, and property managers to ensure backflow assembly testing is performed and certified, then submitted to the water department.

What This Means for Customers

- **You do not need to take any action** related to your drinking water or seek an alternate drinking water supply. If this had been an emergency, you would have been notified within 24 hours.
- Uncontrolled cross-connections in backflow systems can lead to a back pressure or siphonage event that may allow contaminants or disease-causing organisms to enter the drinking water, which can cause diarrhea, nausea, and associated headaches. Backflow events are rare; however, should contamination occur, it impacts the entire water system for you and your neighbors.
- If your property has a backflow assembly unit, please note your inspection renewal dates, and arrange for testing and certification with an authorized provider who will submit results to the Water Department.



MANAGEMENT: STORAGE TANK INSPECTION PLAN

What Happened

An overflow screen on the Thunderbowl Water Storage Tank was damaged when an unidentified source covered it with boulders and rock, resulting in an approximate 4-inch cut in the screen.

Why This Happened

The City was aware of the damage and working to secure and transport heavy excavation equipment to the site to make the necessary repairs at the time of the inspection. The City's written Storage Tank Program states that repairs are to be fixed "immediately," which did not happen in this case and created the violation.

Corrective Actions

- This repair was completed on Sept. 16, 2021, before the issuance of the official violation notification. The system is now compliant.
- The Water Department is updating the storage tank management plan to ensure that defect repair timelines not only address emergency needs but also account for the coordination of obtaining necessary materials and equipment.

What This Means for Customers

- **You do not need to take any action** related to your drinking water or seek an alternate drinking water supply. If this had been an emergency, you would have been notified within 24 hours.
- Inadequately maintained storage tanks, identified through inspections, may allow contaminants or disease-causing organisms to enter the drinking water, which can cause diarrhea, nausea, and associated headaches.

For more information, please contact Justin Forman at justin.forman@cityofaspen.com, 970-429-1992, or 500 Doolittle Drive, Aspen, Colorado. You may also visit www.cityofaspen.com/203/About-Aspen-Water to learn more about water quality monitoring in the City and view the 2020 Water Consumer Confidence Report.

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 public places or by distributing copies by hand or mail. These notifications can also be found on the Water Department's webpage at www.cityofaspen.com/203/About-Aspen-Water.)

Residents who do not receive water from the City of Aspen can disregard this notification.

The City of Aspen (Water System 0149122) sent you this notice, Oct. 30, 2021.