

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

The City of Syracuse Failed to Maintain the Required Level of Treatment

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Cryptosporidium is a disease-causing microorganism that may be in our raw water source. The City of Syracuse was required to maintain a specified level of treatment to address *Cryptosporidium*. Between 6/6/24 and 6/13/24, our system fell below this level. It should be noted that the City of Syracuse samples for *Cryptosporidium* each month in its source water, and it has not been detected.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available on the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

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.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

Our water is disinfected with chlorination. However, we are also required to treat our water for *Cryptosporidium* with Ultraviolet (UV) light disinfection at Woodland and Westcott Reservoirs. On 6/6/24, the UV reactor in operation experienced an uncharacteristically large number of lamp failures. As a result, more than 5% of water entering the distribution system was off-spec, i.e. not fully treated by ultraviolet (UV) light disinfection, resulting in a treatment technique violation. The standby UV light reactor was placed in operation on 6/14/24 after maintenance on it was performed. With the proper UV dosage reestablished, the amount of off-spec water returned to very low levels. In response to the seriousness of this one-time incident and to prevent future violations, we're reevaluating our plans and procedures, we've scheduled additional maintenance on the UV reactor isolation valves, and we're looking into increasing our drain capacity to facilitate a better maintenance schedule in the future. It should be noted that the City of Syracuse samples for *Cryptosporidium* each month in both source water intakes. No *Cryptosporidium* has been detected this year. For more information, please contact the City of Syracuse Water Department at 315-448-8340 or 315-448-8373 or the Onondaga County Health Department at 315-435-6600.

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 a public place or distributing copies by hand or mail.