

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Notice of Violation at the Savannah Industrial & Domestic (I&D) Water Treatment Plant (WTP)

The City of Savannah I&D water system recently experienced an operational incident that resulted in issuance of a Notice of Violation (NOV) by the Georgia Environmental Protection Division (EPD). The contents of this letter explain what happened and the actions the City undertook to mitigate and correct the incident, as well as the water system monitoring that was performed to confirm drinking water compliance post-incident and the steps that we are taking to reduce the potential for a reoccurrence in the future.

#### What happened?

On May 12, 2025, we increased our coagulant (alum) feed rate at the I&D WTP to approximately double the normal dosage amount to maintain treatment effectiveness in response to recent heavy rainfall (May 10-12) and changing raw water quality conditions. Our filtered water turbidity levels at the plant are typically below 0.30 NTU. However, water samples collected overnight May 15-16 within the plant showed turbidity levels around 2.0 NTU which is when the violation occurred. The City routinely monitors treated water for turbidity (cloudiness) which tells us whether we are effectively filtering the water supply. These elevated levels occurred when a portion of raw water with a reduced coagulant dose entered the treatment process between 9:00 pm and 10:00 pm, resulting in elevated filtered water turbidity levels within the treatment process. Plant operators identified the coagulant feed issue by 10:15 p.m. on May 15<sup>th</sup> and took corrective action such that the process began recovering by 1:00 am and returned to normal operating conditions by 4:30 am on May 16<sup>th</sup>. The City notified EPD staff via phone call on May 16 as to what occurred overnight May 15-16.

#### What should customers do?

There is nothing that customers need to do because of the May 15-16, 2025 incident. The City staff tested 71 water samples on May 16 and 17 and the data showed no evidence of contamination or disease-causing organisms in the drinking water distribution system. ***In short, the water met all applicable drinking water standards.***

#### What does this mean?

The purpose of this notification is to advise customers as to the details of the incident, but we want to reiterate that our water testing on May 16-17 confirmed the water was safe to drink post-incident. If a health problem with drinking water safety had occurred related to this incident on May 15-16, the City would have notified customers within 24 hours and issued a boil-water advisory. EPD provided the following information to the City for inclusion in this document:

*Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

While these symptoms are not caused only by organisms in drinking water, a customer experiencing any of these symptoms should seek medical advice. 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 microbes are available on the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>

#### What is being done by the City of Savannah?

The drinking water system returned to normal operations within a few hours of the incident and after corrective actions were taken. To help prevent future occurrences, operator retraining has occurred, and a comprehensive Standard Operating Procedure (SOP) has been developed for coagulant dosing under variable raw water quality conditions.

For more information, please contact our **City of Savannah Water Department at (912) 651-6573.**

*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.*

This notice is being sent to you by Savannah Industrial & Domestic WTP. State Water System ID#: 0510004 & 0510003