

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**  
**Grove Municipal Services Authority Did Not Meet Treatment Requirements**

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

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. When there are high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

We routinely monitor your water for disinfectant residual at the point of entry to the distribution system and in the distribution system. This tells us whether we are effectively disinfecting the water supply. If the amount of disinfectant is too low, organisms could grow in the pipes.

The following sample sites failed to maintain adequate free chlorine residuals of 1.0 mg/L.

Sample Site	Monitoring Period	Number of Results Below Standard
TP001- Grove WTP	December 2023	2

**What should I do?**

There is nothing you need to do. You do not need to boil your water or take other corrective action. However, if you have specific health concerns, consult your doctor. If you have a severely compromised immune system, have an infant, are pregnant, or elderly, you may be at increased risk and should seek advice from your health care providers about drinking water. General guidelines on ways to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

**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 happened? What is being done?**

On the night of December 24, 2023, an incident occurred at our water treatment facility. At approximately midnight, it was discovered that one of our chlorine bottles had depleted without initiating the automatic transition to the reserve chlorine cylinder as intended. This malfunction was exacerbated by the failure of the alarm system within the chlorine analyzer, which neglected to signal the low chlorine residual alarm so the operator could come in and fix the issue in an appropriate time frame.

Awareness of the issue was raised around 2 am on December 25, 2023, when an abnormal spike in filter activity sent an alarm to our on-call operator. Upon investigation, it was observed that the chlorine residual had plummeted to suboptimal levels. When The operator arrived at the water

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**  
**Grove Municipal Services Authority Did Not Meet Treatment Requirements**

treatment facility, He manually switched to the alternate chlorine cylinder, promptly restoring the chlorine residual to a satisfactory level of 1.2 mg/L within a span of a few hours.

The operator went to the furthest points of the distribution system, checking chlorine residuals. The lowest recorded chlorine residual within the system stood at 1.2 mg/L.

While the precise cause of the automatic switchover regulator malfunction remains undetermined, measures have been taken to rectify the situation. Specifically, two replacement regulators have been ordered with the expectation that they will effectively mitigate the issue. Additionally, remedial action has been taken to address the malfunction within the chlorine analyzer alarm, ensuring its proper functionality henceforth.

Please note that all our bacteriological samples have been negative for any bacteria before and after the incident.

For more information, please contact: Aston York, Water Treatment Superintendent

Office #: 918-787-5385 or email: [ayork@cityofgrove.ok.gov](mailto:ayork@cityofgrove.ok.gov)

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 Grove Municipal Services Authority PWSID#: OK1021614

NOV#: P-1021614-24-1

Date Distributed: \_\_\_\_\_