

Copan is required to routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Water samples, taken September 11, 2026, show turbidity levels as high as 3.5 nephelometric turbidity units (NTU). This is above the standard of 1 NTU. Additionally, our water treatment plant is currently providing an inadequate water treatment process. Because of these high levels of turbidity and inadequate water treatment, there is an increased chance that the water may contain disease-causing organisms.

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring water to a full, rolling boil for one minute before drinking, preparing food, making baby formula, making ice, brushing teeth, washing dishes, bathing infants who may drink bath water, or for cleaning open wounds. Boiling kills bacteria and other disease-causing agents. **Alternatively, use bottled water or another acceptable source for consumption.**
- *Turbidity has no direct 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.*
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.

What happened? What is being done?

We were notified by DEQ & Copan that they are under a mandatory water boil due to high turbidity levels and inadequate water treatment. Copan is working with DEQ to get issue solved.

We are notifying to public by Facebook, Radio, School, and passing out flyers to all communities in the Bowring, Oakridge, Whipporwill, and surrounding areas. Copan is contacting Emergency management for bottle water.

We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water.

For more information, please contact Copan at Trina Brown (539)231-2411. Drinking Water Hotline at 1(800) 426-4791.

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.

Date distributed: 9-1-26

Signed: James Gauger, HWD #20

