



July 26, 2021

Dear Water Customers,

You are a valued customer of Loveland Water and Power (LWP). It is our mission to provide safe, reliable water to all of our customers.

The Colorado Department of Public Health and Environment (CDPHE) conducts a detailed inspection of our water system including the water plant, storage tanks, and more than 400 miles of water lines every three years. On June 18, 2021, a CDPHE inspector completed the triennial inspection, finding three specific deficiencies deemed violations of State regulations. Those items are as follows:

- 1) The manway hatch on the roof of the 29th Street water tank did not have a rubber gasket. LWP installed a gasket the next day. Please note this tank was built in 1963 and has never had a gasket in this location. The requirement for the gasket was adopted by CDPHE in April 2021.
- 2) The vent screens on the roof of the 29th Street tank are inspected quarterly by City staff from the ground using binoculars. LWP changed the inspection procedure to include use of a bucket truck to more closely inspect the screens to ensure integrity.
- 3) The manway hatch on the water tank located at South Taft Avenue and 42nd Street has a ¾" hole to drain condensation. The screen for this small opening was missing but replaced the next day.

LWP quickly addressed the deficiencies noted above and provided the State pictures of the new gasket and screen and the crew inspecting the vent in a bucket truck. The State approved the corrections and the issues are considered resolved.

Enclosed with this letter is the required public notice, as well as contact information should you have any questions or concerns regarding the issues described.

Sincerely,

Roger Berg, PE
Water Utilities Manager



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

City of Loveland - CO0135485

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Summary of the event: A routine drinking water inspection was conducted on June 18, 2021 by the Field Services Section of the Colorado Department of Public Health and Environment's Water Quality Control Division. The inspector identified violations described below that may pose a risk to public health. Although this situation is not an emergency, as our customers you have a right to know what happened, what you should do, and what we are doing to correct this situation.

At the time of the sanitary survey, the department inspector found that Loveland Water and Power (LWP) had a storage tank inspection plan, but had failed to identify and address all sanitary defects at two storage tanks. The department inspector observed a sanitary defect at the 29th Street Steel Tank for not having a gasket on the access hatch and a sanitary defect at the South Concrete Tank for having an unprotected opening in the hatch internal sill drain. Also, LWP periodic inspection reports for this tank indicated the sanitary seal/gasket for the access opening was inspected and found no sanitary defects although no sanitary seal or gasket has appeared to ever been in place in the tank access hatch.

Furthermore, the department inspector found that LWP's inspections of four of the five tank vents at the 29th Street Tank were conducted from the ground and could not be done where they were located at top of the storage tank roof due to the high fall hazard of the sloped tank roof and safe accessibility. However, LWP's periodic inspection reports had stated the tanks vents were inspected for sanitary defects despite the fact they were not inspected closely to verify the integrity of the vent's mesh screen. These conditions could provide a pathway of entry for microbial contamination into the distribution system. Failure to operate and maintain finished water storage tanks so that they are free of sanitary defects is evidence that LWP failed to implement the written plan for finished water storage tank inspections, which is a violation of Regulation 11, Section 11.28(4)(c)(iv).

After the sanitary survey, LWP installed a gasket at the tank access hatch for the 29th Street Steel Tank. In addition, LWP provided a revised standard operating procedure (SOP) and pictures demonstrating that a man lift had been used to inspect the storage tank screens and will be used during future periodic tank inspections.

The Colorado Department of Public Health and Environment required correction by November 10, 2021. As of July 13, 2021 the Colorado Department of Public Health and Environment has deemed this violation resolved and no additional information is required; however public notice is required.



What happened? What is being done?

- ✓ Inadequately maintained storage tanks, identified through inspections, may allow contaminants or disease-causing organisms to enter the drinking water, which can cause diarrhea, nausea, cramps, and associated headaches. These symptoms, however, 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.
- ✓ At this time the City is not aware of any cases of illness related to this incident. The City's water staff have taken corrective actions to respond to this issue. After being made aware of this problem, staff installed a watertight gasket and physically verified that proper screens are in place. Results of routine water quality analyses do not indicate that contamination of any kind has occurred due to this situation.

What does this mean? What should I do?

- ✓ At no time was water quality impacted or public health deemed at risk. There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- ✓ LWP water continues to meet or exceed all state and federal standards for water quality. It is not necessary to take any additional measures to ensure the health and safety of your drinking water.

For more information, please contact Andy Tenbraak at Andy.Tenbraak@cityofloveland.org or 970-962-3000. You can also visit us at lovelandwaterandpower.org/waterquality or at 200 North Wilson Avenue, Loveland, CO 80537.

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: July 26, 2021