



**Founded to Move Forward**

Water Department/Storeroom  
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AUG 30 2018

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August 29, 2018

This letter is to explain what led to the enclosed drinking water violations that were issued to the City of Fairbury on August 22, 2018.

The computer that records information about water quality from our water treatment plant did not record any information from 6:45 AM on Friday, August 10, 2018 to 5:00 PM on Monday, August 13, 2018. We need the information from the computer to verify that the water we serve to you has been properly treated, and we are also required to submit that information to the Nebraska Department of Health and Human Services every month. We did not know about the computer problem at the water treatment plant until later in the morning on August 13, at which time we notified the State and our computer support provider (H.O.A. Solutions) about the problem.

During the time information was not recorded by the computer, we had checked the computer screens frequently, and the water plant seemed to be operating normally (all readings were within acceptable limits).

We were under the impression that our provider, H.O.A. Solutions resolved the problem back in January, 2018. Unfortunately, they were backing up only part of the information, not all of it.

To resolve the issue, H.O. A Solutions came down and worked on the computer to provide all the information we need in our backup. Once completed, we ran test backups and confirmed all the information was there. Going forward if the computer fails we will be able to retrieve all the information that we need.

If you have any concerns or questions, please call Jeff Sweetser at 402-729-3648.

Sincerely,

A handwritten signature in black ink that reads "Jeff Sweetser".

Jeff Sweetser  
Water Superintendent

**SURFACE WATER TREATMENT RULE  
DISINFECTANT CONCENTRATION AT POINT OF ENTRY MONITORING VIOLATION  
IMPORTANT NOTICE ABOUT YOUR DRINKING WATER**

The City of Fairbury did not meet monitoring requirements for disinfectant residual at the point of entry

Our water system recently violated a drinking water standard. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

**Description of violation:**

In order to ensure that water remains safe for consumption while it moves from the water treatment plant through the distribution system to customers, water leaving the treatment plant (at the point of entry to the distribution system) must have a certain concentration of chlorine (disinfectant). We are required to monitor the concentration of disinfectant in the water at the point of entry continuously. Because of a problem with the water treatment plant computer, we failed to conduct the required continuous monitoring of the concentration of disinfectant in the water at the point of entry from 6:45 AM on August 10, 2018, to 5:00 PM on August 13, 2018. No disinfectant concentration data at the point of entry was recorded during that time.

**Corrective actions taken:**

We are working with our computer support provider to make sure that the computer does not stop recording information again at the water treatment plant. We are also installing redundant data loggers that are separate from the computer system. Those data loggers will record the information that is required to verify that the water we serve you has been properly treated.

The disinfectant concentration of water at the point of entry that was measured before the computer stopped recording information on August 10 and after the computer resumed recording information on August 13 indicated that the water had an adequate disinfectant concentration AT THOSE TIMES. During the time information was not recorded by the computer, we had checked the computer screens frequently, and the water plant seemed to be operating normally (all readings were within acceptable limits).

**What should I do?**

~ You do not need to boil your water or take other corrective actions. However, if you do have specific health concerns, consult your doctor.  
~ General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

**What does this mean?**

This situation does not require that you take immediate action. If it had required immediate action, you would have been notified immediately.

*Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

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

**For more information, please contact operator Jeff Sweetser at 402-729-3648.**

Please share this information with all other people who drink this water who may not have received this notice directly (people in apartments, nursing homes, schools, and businesses). This can be done by posting this notice in a public place or distributing copies by hand delivery or mail.

This notice is being delivered to you by the **City of Fairbury, Nebraska Water System No. NE3109507.**

Date distributed: August 29<sup>th</sup>, 2018