

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

### In the Month of March 2015, Great Oaks Water Co. Had Levels of Coliform Bacteria Above the Drinking Water Standard

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We routinely monitor for drinking water contaminants. We took 182 samples to test for the presence of coliform bacteria during March 2015. 10.44 percent of our samples showed the presence of total coliform bacteria. The standard is that no more than 5.0 percent of samples may do so.

#### What should I do?

- **You do not need to boil your water or take other corrective actions.**
- This is not an emergency. If it had been, you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*
- Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing, and further testing shows that this problem has been resolved.**
- 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. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

#### What happened? What was done?

19 out of 182 samples taken throughout our distribution system during the month of March indicated the presence of bacteria. All wells sampled during the month tested negative for the presence of bacteria. Recent lower groundwater levels may have increased oxygen and nutrient concentrations in the well water. Increased oxygen and nutrient levels along with reduced flow, as a result of drought conservation, can enhance bacterial growth in the water distribution system. This highlights the importance of flushing sediments/bacteria from water pipes. After flushing and disinfecting pipes in the areas of the elevated bacterial count, tests for bacteria were negative in follow up sampling. Great Oaks will continue flushing pipes throughout our distribution system to help prevent bacterial growth in the pipes. Occasionally, during our flushing process, your water may appear cloudy. If this occurs, simply allow the water to run until it clears up.

For more information, please contact Mike Carey at 408 227-9540 or 20 Great Oaks Blvd, Suite 120, San Jose, CA 95119.

*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 public notice in a public place or distributing copies by hand or mail.*

#### Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by Great Oaks Water Co., State Water System ID#: CA4310022.  
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