

FAILURE TO COMPLETE A LEVEL 2 ASSESSMENT

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER*

ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

Aqua Pennsylvania's Shenandoah operations recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation. Coliforms are bacteria that are naturally present in the environment and that are used as an indicator that a potential pathway exists through which contamination (including potentially harmful, waterborne pathogens) may enter the distribution system. We detected total coliform bacteria twice within a rolling 12-month period in our distribution system. As a result, we were required to conduct a detailed Level 2 assessment of our system within 30 days. A Level 2 assessment is a detailed study of the water system treatment and distribution to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system. *We failed to conduct the required Level 2 assessment* within 30 days and have therefore violated a drinking water requirement.

What should I do?

- There is nothing you need to do. You do not need to boil your water, utilize alternative water supplies, or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Failure to conduct a timely assessment to identify any potential sanitary defect that triggered the assessment has the potential to prolong the risk of contamination of our water. While we have not detected any evidence of contamination in our distribution system, we are committed to investigating and correcting any potential threat of contamination. *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 is being done?

On 6/6/2026, the Aqua Pennsylvania's Shenandoah water system received **positive total coliform sample results**. Under DEP regulations, additional follow-up samples, known as repeat or check samples, must be collected within a specified timeframe to determine whether contamination is in fact present in the distribution system. Our water system failed to collect the required number of repeat/check samples within the required timeframe.

This event triggered a requirement to complete and submit a **Level 2 Assessment** to DEP. This report has since been submitted to DEP and determined that no sources of contamination or corrective actions were identified.

All samples collected since the event have shown no presence of total coliform bacteria in the water system. There is **no evidence that the water system is experiencing a contamination problem**, and DEP has not required a boil water advisory or other immediate public health action.

For more information, please contact:

Responsible Person Stephen Draus, Area Manager	System Name Aqua Shenandoah	Address (Street) 204 E. Sunbury St.
Phone Number** 877-987-2782	System PWSID# PA3540044	Address (City, State, Zip) Shamokin, PA 17872

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 contains required or recommended regulatory language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this notice.

**Please request to speak to Water Quality Services for questions regarding this public notice.