

**TO: TOWN OF ASHFORD WATER DISTRICT CUSTOMERS**  
**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

NYS Water System ID #0400352

Date Distributed: November 7, 2015

Due to a violation of Federal and State drinking water regulations, the Town of Ashford Water District is obligated to continue providing all water district consumers this public notice every ninety (90) days until the violation is corrected.

Our water system is required to rehabilitate and provide additional filtration treatment for the existing springs or else abandon them in lieu of developing new well sources. By regulation, this work was supposed to be completed by April 30<sup>th</sup>, 2008.

Although this situation is not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

## **WHAT DOES THIS MEAN?**

This is not an emergency. If it had been, you would have been notified within 24 hours by Company and Health Dept. authorities. The following standard advisory is issued by the USEPA: Inadequately filtered spring water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites (i.e. *Giardia lamblia* or *Cryptosporidium*) 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 SHOULD I DO?**

There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and 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 EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have specific health concerns, consult your doctor.

You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

## **WHAT IS BEING DONE?**

As you know the Town of Ashford took control of the operations, maintenance and testing of the water system on August 18th of this year. It is now known as the "Town of Ashford West Valley Water District". The Town of Ashford did not purchase the West Valley Crystal Water Co., Inc. rather the town is renting the system for one year for the price of \$1.00 with the intention of replacing it with a new system. The old system will then be abandoned. A water rules & regulations law was approved with a rate schedule and an appropriation for the purpose of collecting revenue prior to the first of October when bills were sent to all customers in the water district. The water policy is on the Town of Ashford website at [ashfordny.org](http://ashfordny.org) on the Water District Link under Government.

The first invoice sent to customers by the Town of Ashford was for the period from August 18th through September 30th 2015. Billing for "water used" is the policy of the Town of Ashford West Valley Water District. There have been a number of questions regarding the appearance of "double billing". The Town of Ashford is not responsible for the accounting practices of the West Valley Crystal Water Co. Inc. Any and all inquiries regarding billing by the West Valley Crystal Water co. Inc. must be directed to them or the Public Service Commission who regulates them. The Town Board will continue to operate the current water system as efficiently as possible until the new system is operational. Thank you for your continued support and cooperation.

This notice is being sent to you by the Town of Ashford.