

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

Cryptosporidium is a parasite that can cause gastrointestinal illness and may be in our raw water source. Currently, water from Bridge Creek is treated by the addition of chlorine to disinfect the water. Chlorine does not destroy Cryptosporidium. The City was required to provide a specified level of treatment to address Cryptosporidium by October 1, 2014. Because the City has not met the October deadline, we are required to notify our customers of this violation and provide information regarding potential risks.

What is being done?

The City is currently constructing a membrane filtration water treatment plant that removes the Cryptosporidium parasite and brings us into conformance with State and Federal treatment requirements. We expect to achieve this specified level of treatment by April 15, 2016. This plant will also remove silt and other particles to ensure that Bridge Creek provides a year round water source - even after a fire in the forested watershed.

Membrane Filtration will make Bend's Bridge Creek water even better. Construction of this system will ensure Bend's water customers will receive consistent, high-quality, award-winning drinking water year round. A photo can be seen on the back of this page that shows an example of the membrane filters to be used at the new treatment plant

Until the Water Treatment Facility is complete, the City will provide updates of the construction project on a quarterly basis. Another photo on the back of this page shows a current picture of the construction process.

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, please 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 this water. General guidelines on ways to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

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

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.

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.

For more information, please contact Steve Prazak, City of Bend Water Quality Manager, at (541) 317-3000.

A current picture of the water treatment plant foundation, pipe gallery and underlying infrastructure



Typical water membrane filtration racks, similar to what is being constructed at the Water Treatment



Visit bendoregon.gov/safewater for more project information and bendoregon.gov/waterreport for the 2014 water quality report.

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IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats and audio cassette tape please contact Mary Packebush at (541) 317-3000, publicworks@bendoregon.gov, and/or Fax (541) 317-3046.