

August 20, 2010
From Mountain Mutual Water Company

Dear Members,

On August 17, 2010 a routine water sample was taken from the sink at Mountain Mutual Water Company. We were notified on August 18 that this one sample was positive for coliform and E. Coli.

The staff immediately made the reporting actions required by the State Health Department for such an occurrence. MMWC also immediately disinfected the cistern for the office.

As per State Health Department Guidelines, we issued a boil order, notified customers with a reverse 911, and notified news outlets. Five additional samples were immediately taken from other locations within the system as well as at the newly cleaned cistern. Those samples were taken to the lab in Colorado Springs on Aug. 18th.

As a result of the COWARN system and our water engineering firm, municipalities throughout Colorado were notified of our findings and we received numerous offers of assistance of equipment, manpower and technical assistance.

On Aug. 19, a Denver Water Department response team and the State Health Department arrived to help us identify the location of the problem and to also take additional samples and check various system structures both at the POA office, Chapel and in the subdivision. That morning, we received clean results from each of the five samples that were taken on Aug. 18. By the end of the day there was a preliminary consensus that the only cistern impacted was the one at the MMWC office and that this was the result of a previous severe storm resulting in contaminated water runoff being washed into the cistern. There was visual evidence of water run marks and mud in the bottom of the cistern. However, the boil order had to remain in effect until all test results were returned and negative.

On August 20 Denver Water Department staff returned to complete their report and await State testing results from the State with us. By early afternoon we received notification that all tests from various areas of the subdivision came back negative for coliform and E. coli, and the boil order was lifted. The exception to this was the Chapel cistern, whose results were positive for coliform, meaning their cistern needed to be cleaned and sanitized. These were the expected results. News outlets were notified and notices were posted. We were not allowed to send out a reverse 911 to lift the order.

The MMWC staff and Board of Directors appreciates the instant support from customers who helped to get the word out, brought in food for workers and the calm response of residents. We actually received very few phone calls with concerns and this allowed the response team, MMWC staff and volunteer board members to work towards a resolution efficiently and rapidly to get everyone back to normal usage as quickly as possible. We also had instant support from many municipalities, including Cripple Creek Public Works, and State agencies who contacted us to offer assistance of equipment and manpower if needed.

Should any resident still have concerns about the safety of their system, they may add a small amount of Clorox bleach (about a quarter cup per 1000 gallons) to their cistern. The use of excessive amounts of bleach can be toxic and will damage your septic system.

As a reminder, your cistern should be cleaned once per year. Maintenance of your cistern and service line to your home is the responsibility of the property owner, not MMWC.

We also have potability test bottles, at a cost of \$18 each, at the office should anyone desire to test their own water.

Sincerely,
MMWC Board of Directors