

August, 2016



Dear Security Water Customer:

We continue to work diligently to eliminate Perfluoroalkyl substances (PFASs) that have been detected in some of the water we supply our customers. We are taking this matter very seriously and have a number of solutions underway.

It is important to emphasize, the majority of our customers are not affected. The water delivered to customers in Zones 2 and 3 of our water system is not impacted by PFASs (see reverse side of letter for the map). Everyone living in those zones is able to consume tap water. Test results we received this month confirms those results.

Zone 1 may contain levels of PFASs above the EPA's health advisory at times during the summer months. However, this water is safe for bathing, laundry and outdoor watering. The state health department recommends pregnant women, nursing/bottled fed infants use bottled water until issues are resolved in Zone 1.

We have a number of solutions underway that will eliminate PFASs from Zone 1.

- 1) In July, we began construction on plumbing that will allow us to better circulate uncontaminated surface water from Pueblo Reservoir into Zone 1. The construction is occurring in an area that will ensure the water that the schools/daycare centers Security Water serves are using uncontaminated surface water by early fall.
- 2) Security Water District and Colorado Springs Utilities have agreed to allow us to increase the amount of surface water transported through the Southern Delivery System (SDS). SDS starting operations in April 2016 could not have come at a better time. Security participated in SDS to improve the reliability of our system and that investment is already paying off significantly.
- 3) The Air Force has agreed to install granular activated carbon filters to treat our groundwater. Once the treatment is working, it will allow us to use groundwater again. This is important because groundwater is cost effective to use and helps us keep water rates lower.

Additionally, the voluntary watering restrictions we put in place June 1 through October 1 are helping us curtail the use of groundwater wells for Zone 1. We ask that all our customers continue to conserve water through October 1. Guidelines include:

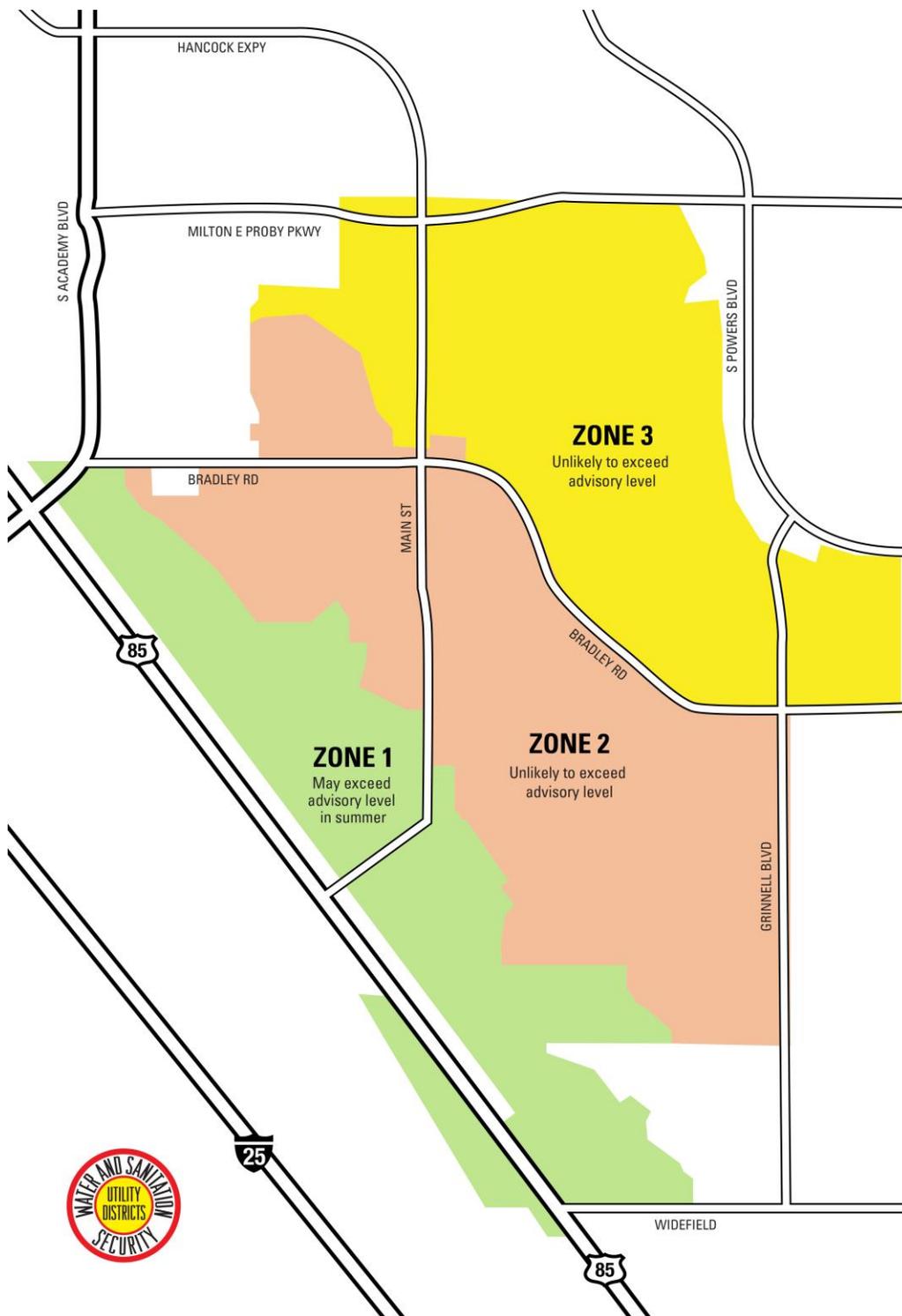
- Water no more than three times per week.
- Homes/businesses with addresses ending in even numbers may water on Monday, Wednesday and Saturdays.
- Homes/businesses with addresses ending in odd numbers may water on Tuesday, Thursday and Sunday.
- All customers should avoid watering on Fridays.

We have started a Facebook page called Security Water and Sanitation Districts to provide more immediate updates. We also continue to post information on our website, www.securitywsd.com.

Thank you for your patience and cooperation.

Sincerely,

Roy E. Heald
General Manager



For more information visit: <https://www.colorado.gov/pacific/cdphe/PFCs/resources>