

****IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER****
Lake Royale Water System Has Not Met Monitoring Requirements

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we did not monitor for Total Coliform and Disinfectant Residual and therefore cannot be sure of the quality of your drinking water during that time.

Contaminant	Facility ID / Sample Point ID	Compliance Period Begin Date	Number of Samples / Sampling Frequency	When Samples Were or Will Be Taken
Total Coliform and Disinfectant Residual	D01 / RTOR	November 1, 2023	6 / Month	November 7, 2023

What should I do?

There is nothing you need to do at this time.

What is being done?

Lake Royale failure to report sample results to the state within the specified timeframe, our water utility acknowledges the error stemmed from a procedural issue in our laboratory system. Immediate corrective measures have been instituted, including a thorough review of laboratory processes and improved communication protocols. These actions aim to rectify the issue promptly and prevent recurrence. We apologize for any inconvenience caused, reaffirming our commitment to providing safe, reliable, and environmentally responsible water resources.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (i.e., 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 Red Bird Utility Operating Company at 1-855-565-5273 or 1630 Des Peres Rd, Suite 140, Des Peres, MO 63131.

This public notice is for: **Lake Royale Water System**
State Water System ID# **NC0235108**
Violation Awareness Date: **January 11, 2024**