



****IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER****
Twelve Oaks Water System (MS0360069), Lafayette County, MS
Monitoring Requirements not met December 2023

The **Twelve Oaks** Public Water System **PWS ID MS0360069** has violated a drinking water standard. Even though this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct the situation.

*We are required to monitor your drinking water for specific contaminants on a monthly basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During **December 2023**, we did not complete all monitoring or testing for bacteriological and chlorine and therefore cannot be sure of the quality of our drinking water during that time.*

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for, how often we are required to sample, how many samples we are required to take, how many samples were taken, when samples should have been taken, and when samples were or will be taken.

Contaminant	Required Sampling Frequency	Number of Samples Required	Number of Samples Collected	When all Samples Should Have Been Collected
Bacteriological	Monthly	1	0	12-31-2023
Chlorine	Monthly	1	0	12-31-2023

What happened? What is being done to correct this violation?

The operator mistakenly missed the time frame in which a sample is normally collected. When the operator realized the discrepancy, sampling was rendered impossible due to the laboratory Holiday schedule. Sampling resumed in January 2024 and those results showed we are meeting drinking water requirements. The operator has been re-trained in timely sampling procedures for collection of monthly samples.

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 Great River Utility Operating Company UOC Customer Experience by phone at 1-855-801-8440, by email at support@greatriveruoc.com, or by mail at 1630 Des Peres Road, Suite 140, St. Louis, MO 63131.

This notice is being sent to you by: Twelve Oaks Water System PWS ID #MS0360069