IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Total Trihalomethanes (TTHM) MCL Violation at the City of Chandler

Chandler’s water system recently exceeded a drinking water Maximum Contaminant Level (MCL) standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

Chandler’s Water Quality Division routinely monitors for the presence of over 90 drinking water contaminants regulated by the United States Environmental Protection Agency (EPA) under the Safe Drinking Water Act. One group of contaminants, Total Trihalomethanes (TTHMs), is monitored at twelve (12) monitoring locations throughout Chandler. The EPA defines the MCL for TTHMs at 80 parts per billion (ppb). Whether an MCL has been exceeded is determined by averaging all the samples collected quarterly at each sampling location for the past 12 months. Testing from Site 10-A between July 2018 and April 2019 showed an average TTHM of 85 ppb. Site 10-A is located in west Chandler near the intersection of Chandler Boulevard and 54th Street. The City’s eleven other TTHM sampling sites remain below the MCL.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours. TTHM are four volatile organic chemicals which form when disinfectants like chlorine react with natural organic matter in the water. People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

What should I do?

- There is nothing you need to do. You can safely continue normal use of Chandler’s drinking water. You do not need to boil your water or take other corrective actions. If your water ever became unsafe to drink, you would be notified within 24 hours.
- 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 drinking this water during the interim time period while the city is resolving the issue.

What is being done?

Chandler has implemented several immediate responses to ensure that TTHMs return to levels below the MCL. Measures include:
- Using groundwater wells to blend TTHM-free water into the entire system
- Operational changes at surrounding water reservoirs
- Chemical adjustments at the surface water treatment plant
- Additional monitoring for TTHMs at multiple locations in Chandler

Public Works and Utilities staff is working 24 hours a day, 7 days a week to ensure you have a safe drinking water supply. Noncompliance sampling taken on May 2, 2019 has shown that with the adjustments mentioned above, the TTHM levels are now well below the MCL. You will receive a notice in the mail when the compliance sampling shows the running annual average has returned to below 80 ppb. The next compliance sampling is scheduled for July 2019.

This notice is being sent to you by City of Chandler. State Water System ID#: 07-090.
Date distributed: May 20, 2019.

For more information, please contact Chandler’s Water Quality Division at 480-782-3654 Monday through Friday 8 AM to 5 PM, or visit us online at chandleraz.gov/waterquality

Este documento está disponible en español en el sitio web de la Ciudad de Chandler: chandleraz.gov/tthm-exceedance. Para hablar con un representante de servicio al cliente que habla hispano, llame al 480-782-2280, de lunes a viernes, de 8 a.m. a 5 p.m.

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.