



**\*\*IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*\***

**The Highlands (MS0690051), Panola County, MS**  
Chlorine Monitoring Requirements Not Met November 2023

The **Highlands** Public Water System **PWS ID MS0690051** has violated a drinking water standard. Even though this was not an emergency, as our customers, you have the 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 healthy standards. During **November 2023**, we did not complete all monitoring or testing for chlorine and therefore cannot be sure of the quality of our water during that time.*

**What should I do?**

There is nothing you need to do at this time.

The table below lists the contaminant 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.

<b>Contaminant</b>	<b>Required sampling frequency</b>	<b>Number of samples required</b>	<b>Number of samples collected</b>	<b>When all samples should have been collected</b>
Chlorine	Monthly	1	0	11/30/2023

The operator inadvertently overlooked the customary sample collection window, resulting in a missed opportunity. Upon recognizing the discrepancy, sampling became unfeasible due to the laboratory's holiday schedule. Subsequently, sampling resumed in December 2023, demonstrating compliance with drinking water standards. The operator has since undergone professional retraining in timely sampling procedures for monthly sample collection.

*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:** The Highlands Public Water Supply PWS ID MS0690051