

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Harrisburg Utility AZ0415029 Failed to Correct a Significant Deficiency Within Required Time Frame

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

A routine drinking water inspection conducted on March 25, 2025 by the Arizona Department of Environmental Quality found:

1. A.A.C. R18-4-215(B)(1) Failure of a public water system to ensure that a backflow prevention assembly is installed to prevent entry into the water system of a substance harmful to human health.
2. A.A.C. R18-4-215(F) Failure to test a backflow prevention assembly at least annually or as directed by ADEQ.

As required by Environmental Protection Agency, we were required to act to correct the significant deficiency by 8/8/2025. However, we failed to take this action by the deadline established by ADEQ.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Although unlikely, if you experience any symptoms such as nausea, cramps, diarrhea, and associated headaches, you may want to seek medical advice if they persist. Please note: these symptoms are not only caused by the presence of organisms or contaminants in drinking water, but can likely be caused by other factors unrelated to your drinking water.

At present time, there is no concern of an exceedance of a regulated contaminant.

What is being done?

We are requiring all customers with potential cross-connections to install backflow prevention devices which will need to be tested upon installation and annually thereafter. Water service will be discontinued for those customers that do not comply with this requirement. We anticipate resolving the problem by October 30, 2025.

For more information, please contact Cactus State Utility Operating Company at 1-800-670-4869 or support@cactusstateuoc.com.

This notice is being sent to you by **AZ0415029 Harrisburg Utility**