



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Mormon Lake Upper Village AZ0403091

Failed to Complete Seasonal Start-Up Procedures

Before we open each year and serve water to the public we are required to complete certain start-up procedures to make sure the water we provide is safe to drink. This year we failed to disinfect the water system or collect the required number of coliform bacteria samples before providing water. As our customers, you have a right to know what happened and what we are doing to correct this situation.

Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

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 your drinking water meets health standards. During March 2026, we “did not complete all monitoring or testing” for Total Coliform and E. Coli bacteria, and therefore cannot be sure of the quality of your drinking water during that time.

What does this mean?

If you have specific health concerns, consult your doctor.

If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA’s Safe Drinking Water Hotline at 1-800-426-4791.

What is being done?

The required Seasonal Startup certification was completed; however, the reporting deadline was inadvertently missed due to a misunderstanding of the submission requirements. Upon identifying the issue, staff reviewed the Seasonal Startup procedures and reporting timelines with the certified operator to ensure a clear understanding of all regulatory deadlines. Internal compliance tracking has been updated to include advance reminders and verification of required submissions prior to due dates. The system remains committed to regulatory compliance and has implemented these measures to prevent similar reporting violations in the future.

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

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.

This notice is being sent to you by Cactus State Utility Operating Company

Water System ID#: AZ0403091

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