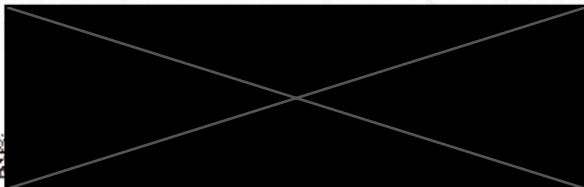


Jersey City Municipal Utility Authority
Customer Service Center
69 DeVoe Place
Hackensack, NJ 07601



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Jersey City MUA, contract operated by SUEZ, Failed to Meet Public Notification Requirements

At 8:00 P.M. on August 13, 2020, our certified laboratory notified our water system that a sample collected on August 12, 2020 confirmed the presence of E. coli in our water system's drinking water. When this occurs, we are required to conduct a Tier 1 public notification to inform consumers of the event and how we plan to correct deficiencies that potentially caused the contamination. A Tier 1 public notification was issued on August 14, 2020.

The New Jersey Department of Environmental Protection (NJDEP) identified technical deficiencies as part of the Tier 1 public notification that was issued. These deficiencies were; (1) Initial public notification had an end date and time for the boil water advisory, which should not have had an end date and time, (2) failure to distribute the public notice in Spanish, which was required because our system serves a large portion of Spanish speaking persons, and (3) failure to distribute the notice in a method calculated to reach persons regularly served by the system, if they would not normally be reached by the notice sent to bill paying customers within 24 hours after the system learned of the violation.

As a result of these technical deficiencies with the Tier 1 public notification, we were required to conduct a Tier 2 public notification to inform our consumers of the event and our plan to ensure future distribution of public notifications meet all applicable regulatory requirements as set forth by NJDEP. We failed to distribute the Tier 2 public notification to all consumers within 30 days of becoming aware of the Tier 1 public notification violation thereby incurred a second public notification violation.

This public notice is to serve as notification of (1) Jersey City MUA's, contract operated by SUEZ, failure to conduct appropriate Tier 1 public notification and (2) Jersey City MUA's, contract operated by SUEZ, failure to conduct Tier 2 public notification.

As our consumers, you have a right to know what happened and what we are doing to correct this situation.

What should I do? What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. **Additionally, this is not in relation to the COVID-19 pandemic.**



For this Tier 2 Public Notice there is nothing you need to do at this time. Information regarding the initial Tier 1 Public Notice may be found below.

- *Water with confirmed E. Coli should not be consumed without boiling first.* Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- **E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their health care providers about drinking this water.

What is being done?

SUEZ conducted additional water quality testing that were absent for the presence of E. coli; therefore, the Tier 1 Boil Water Advisory notification was lifted at 5:53 P.M. on August 15, 2020. As required, an assessment of the water system was submitted and corrective measures were proposed, such as strengthening our communication protocols, which are to be reviewed and approved by NJDEP. We communicated with NJDEP to gain a better understanding of the technical deficiencies identified in the Tier 1 notification. We have revised our Emergency Response Plan to include standard operation procedures for more efficient communication and distribution of public notifications during water quality contamination events, such as the presence of E. coli. This response plan will include a requirement that all future notifications be published in both English and Spanish and prevent an "estimated" duration for which the notice will be applicable.

For more information, please contact John Hroncich at 233 Cole Street, Jersey City 07310 or call the customer service center at 800-575-4433. Our public notification may be found at www.JCMUA.com and www.mysuezwater.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 SUEZ operations in Jersey City; PWSID: NJ0906001
Date distributed: February 26, 2021