

Date: February 12, 2019

To: Customers of Long Beach Water Works

Subject: Water Plant Upgrade

Long Beach Water Plant has an intake of water from Lake Erie. The physical characteristics of the bottom of the lake in that area force the system to take water close to the surface where it is more susceptible to the effects of the wind and other seasonal conditions. One problem created by these conditions is an increase in the turbidity of the water from a normal 7 NTU to as high of 70 NTU.

Turbidity is caused by particles suspended, or dissolved, in water that scatter light making the water appear cloudy or murky. Turbidity is an important indicator of the quality of the water. The suspended sediments that cause turbidity carry contaminants, pathogens, and bacteria. Turbidity is measured in NTU: Nephelometric Turbidity Units.

The current equipment for treating the raw water during the high peak turbidity periods results in the treated water having a turbidity level of a little above 1 NTU. But the regulations for potable water require a turbidity level less than 1 NTU, anything above that limit has to be reported to the Ministry of Environment, Conservation and Parks (MECP) and the MECP will instruct the Operator on what to do. In this case their instructions are to issue a Boiled Water Advisory Message.

Clearford has been studying the problem with the goal of providing potable water in compliance with the regulations all year round. To achieve this goal we have engaged with the MECP, the Health Unit, and other experts on the subject and we are getting close to defining the final details for the upgrade to the treatment system.

Schedule:

- Pilot testing starting January 9, 2019
- Design of final solution starting February 19, 2019
- Plant assembly/installation and testing in operation by June 2019

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Clearford understands that our main purpose is to deliver safe drinking water and provide the best service possible and we sincerely apologize for the inconvenience of the Boiled Water Advisory. Although it is not possible to completely compensate everyone for the inconvenience, we are going to refund 7.5% on your bill for the period of the Advisory.

Sincerely,

Praxedes Castro

Clearford Water Systems Inc.

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