



April 3, 2020

Dear Elbert Creek Water Company Customer,

As you will recall, in late January of this year, Elbert Creek Water Company (ECWC) provided all customers with a notification that ECWC’s running annual average for Total Trihalomethanes (TTHMs) exceeded the Colorado Department of Public Health and Environment (CDPHE) standard by 1.16%. The running annual average is based upon quarterly samples taken over the previous 4 quarters. That previous violation was based entirely upon a TTHM spike in our Q2 2019 sample caused by the heavy 2019 runoff complicated by debris flows created by the 416 Fire. The other 3 quarterly samples were compliant with the CDPHE standard, but the Q2 sample skewed the running annual average above the CDPHE standard.

We recently completed our Q1 2020 TTHM sampling. As you can tell by the table immediately below, the Q1 sample was 48.4 ug/L which is substantially below the CDPHE standard of 80 ug/L. In fact, all quarterly TTHM samples since Q2 2019 are compliant with the CDPHE standard. But as with TTHM violation discussed in the preceding paragraph, the Q2 2019 sample has again caused our TTHM running annual average to exceed the CDPHE standard of 80 ug/L by 0.9 ug/L or 1.1%. Thankfully, the troublesome, aberrational Q2 2019 sample has now dropped off our TTHM running annual average which should bode well on a going forward basis.

<b>2<sup>nd</sup> Quarter 2019 Sample (April - June)</b>	<b>3<sup>rd</sup> Quarter 2019 Sample (July - Sept.)</b>	<b>4<sup>th</sup> Quarter 2019 Sample (Oct. - Dec.)</b>	<b>1<sup>st</sup> Quarter 2020 Sample (Jan. – Mar.)</b>	<b>ECWC Running Annual Average:</b>	<b>CDPHE Maximum Containment Level:</b>
128 ug/L	67.5 ug/L	79.8 ug/L	48.4 ug/L	80.9 ug/L	80 ug/L

**What we are doing to fix the issue:** ECWC continues to consult with its Colorado licensed engineers as well as working closely with the CDPHE to remediate this issue. Our engineers will provide CDPHE with their evaluation report including all remediation recommendations. Upon CDPHE’s approval of the report and recommendations, ECWC will implement the recommendations.

As well, in the latter part of 2019, ECWC enhanced its Hydrant Flushing Program to clear water main lines of TOCs and keep fresher water in the water lines. We believe this process should also assist ECWC in gaining compliance with the relevant CDPHE TTHM requirement.

Also, ECWC is evaluating the blend of source waters (well and surface waters), times throughout the year they are used, and optimizing those sources based upon the time of year. For instance, we anticipate relying more on well water during this year's spring runoff rather than depending upon Elbert Creek. Ground water typically has lower levels of TTHMs than snow runoff fed surface waters such as Elbert Creek.

ECWC is committed to providing you with quality drinking water that is compliant with CDPHE standards. We believe ECWC water is safe to drink as myself and our associates drink it all the time.

If you have any questions, please contact me at [jgoodman@theglacierclub.com](mailto:jgoodman@theglacierclub.com) or 970.382.6710 and I will be happy to assist you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Goodman". The signature is fluid and cursive, with the first name "Jim" being more prominent than the last name "Goodman".

**Jim Goodman**  
**Elbert Creek Water Company**  
**Chief Operating Officer**