

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**  
**MONITORING REQUIREMENTS NOT MET FOR**

PWS Name CORPORATION OF HARPERS FERRY, PWSID WV 3301912

*We are required to monitor your drinking water on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. Between 4/1/2025 and 5/31/2025 we failed to inform the state that our plant was not operational on a number of occasions when our equipment measured a zero chlorine residual. Having reviewed all operational data logs, we can confirm that this reporting error did not affect the quality of the drinking water during this period.*

**What should I do?**

*There is nothing you need to do at this time.*

**The table below lists the required monitoring and the compliance period.**

Required Monitoring	Compliance Period
41, RES DISINFECT CONCENTRATION (SWTR) Failure to Maintain 4-log Treatment of Viruses, Free Chlorine Level Below Required Minimum	4/1/2025 to 4/30/2025
41, RES DISINFECT CONCENTRATION (SWTR) Failure to Maintain 4-log Treatment of Viruses, Free Chlorine Level Below Required Minimum	5/1/2025 to 5/31/2025

**What happened? What is being done?** (Describe corrective action)

These VIOLATIONS are due to our failure to note in our reporting to the state that the plant was not operational at the time the Free Chlorine Level was measured to be Below Required Minimum. We have reviewed all plant operating logs to confirm this. The instrumentation used to measure Free Chlorine levels operates continuously, whether the plant is producing water or not. Should the chlorine monitoring instrument detect a drop in chlorine residual below required minimum, the plant control system alarms and automatically shuts the plant off. Operator intervention is then required to identify and resolve any issues before the plant can be turned back on to produce water.

We have instituted a secondary review process for information submitted to the state to address our specific failure in this instance to note in our submittals when readings are captured while the plant is not operational.

We are addressing the preventive maintenance schedule for the chlorine residual instrumentation to reduce the incidence of zero readings that are not reflective of the actual chlorine residual being measured.

For more information, please contact Christian Styer at (304) 535-6555.

*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 by distributing copies by hand or mail.*

This notice is being sent to you by: CORPORATION OF HARPERS FERRY

State Water System ID #: WV 3301912

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