

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

**THE MOUNTAIN WATER SYSTEM, WV3301963**

*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 12/1/2023 and 12/31/2023, we failed to submit the required samples as indicated below and therefore cannot be sure of the quality of our drinking water during that time.*

**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
27, MONITORING, ROUTINE, MAJOR Failure to Report Required Chlorine Residual With a Coliform Sample Result	12/1/2023 to 12/31/2023
3A, MONITORING, ROUTINE, MAJOR (RTCR) Valid Compliance Total Coliform Sample(s) Not Reported as Required	12/1/2023 to 12/31/2023

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

Although chlorine and total coliform samples were collected in December 2023 within the Mountain system, they were not collected at an approved site by the WV Bureau for Public Health. Samples that were collected at the unapproved sites met all regulatory standards. All samples collected since December 2023 have been collected at approved sites and met all regulatory standards.

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For more information, please contact: Dawn Shoemaker, WQ Supervisor at 1-800-685-8660  
(Contact name) (Phone number)  
Or 1600 Pennsylvania Avenue, Charleston, WV 25302  
(Mailing address)

*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: **West Virginia American Water**

State Water System ID#: WV3301963

Date Distributed: \_\_\_\_\_