



**PUBLIC NOTICE-CUSTOMERS OF  
Pleasant Hope  
FAILURE TO MEET MICROBIOLOGICAL MONITORING REQUIREMENTS  
FOR DRINKING WATER**

**Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.**

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During August 2011 we did not test for total coliform bacteria and therefore cannot be sure of the quality of our drinking water during that time.

This is a violation of Missouri Public Drinking Water Regulations. The Missouri Department of Natural Resources requires that drinking water from this supply be tested for this type of bacteria by submitting at least one valid sample per month. Bacteriologically-contaminated water can cause a variety of disease symptoms. It is important that drinking water be routinely tested to ensure the safety of those who consume it.

Provide explanation of cause of monitoring failure:

**See attached sheet**

For further information contact

Troy Copeland at 417-327-7175  
(Name of system contact person) (phone #)

or the department's Public Drinking Water Branch at (573) 751-5331

or contact the Southwest Regional Office at 417-891-4300

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.

**City of Pleasant Hope Water  
Department**

P.O. Box 56  
Pleasant Hope MO. 65725  
(417)267-2112

October 10<sup>th</sup> 2011

The City of Pleasant Hope water department submitted a water sample on August 10<sup>th</sup> 2011. The sample card that accompanies each water sample was not filled out correctly so the water sample was considered "invalid due to insufficient data on the sample card." Missouri Department of Natural Resources notified our system of the insufficient data on the sample card in writing on the bottom of the Public Water System Bacteriological Report that we receive each month after we send in our water sample. I simply failed to read the August report thoroughly and missed the part about submitting a replacement sample. I can assure you that I will do everything in my power to insure that an oversight like this does not happen again. I know that monthly monitoring of our water supply is essential in providing safe drinking water for our community and I will work hard not to let a mistake like this happen in the future. If you have any questions or concerns please feel free to contact me.

Sincerely...



Troy Copeland Water/Wastewater Operator  
(417)327-7175