

# *Thank You for Your Support*

**A**s General Manager/CEO of Greenville Utilities, I would like to thank you for your patience and understanding during the recent water emergency. We recognize the inconvenience and hardship this situation created for the entire community. It was a reminder of the vital role safe drinking water plays in our daily lives.

Our mission is to provide you with an adequate, safe and reliable supply of water. Protecting the public health is priority #1. We have rigorous testing procedures in place to ensure that GUC's water meets strict state and federal regulations. Our testing program is designed to identify and correct problems that could potentially impact the public health. The events of last week show that our system works.

On June 25th, our community faced a difficult challenge when routine tests confirmed positive samples of fecal coliform in GUC's water distribution system. Our staff immediately joined forces with the Pitt County Public Health Department; Pitt County Emergency Management; and the NC Department of Environment and Natural Resources, Public Water Supply Section to attack the problem. Our common goal was the health and welfare of the public.

The first order of business was to pinpoint and contain the problem as quickly as possible. We confirmed that the contamination was limited to a relatively small (2.4-mile) section of GUC's 560-mile water distribution system. Through ingenuity and teamwork, the section was quickly isolated from the rest of the system. Additional 24-hour tests were required to verify that the problem had been contained.

Communicating with customers was also a top priority. State regulations require the issuance of a boil water notice within 24 hours of confirmation of the presence of fecal coliform. Within four hours, GUC provided public notification and executed its emergency communications plan.

After a series of tests indicated that fecal coliform was no longer present in water samples, State officials lifted the boil water notice that had been in effect for 27 hours. The joint effort between GUC, the Health Department and State officials resulted in an efficient response that led to a quick resolution.

We are continuing to investigate several possible causes for the contamination. All evidence to date indicates that the problem was an isolated incident that did not originate in GUC's system. We will provide additional information as soon as it becomes available.

Again, we sincerely appreciate your patience and support. In particular, we want to express our thanks to all the restaurants and other food service facilities that cooperated with the closing order issued by the Pitt County Public Health Department. We are also grateful to those businesses and individuals who made bottled water available to the entire community during this time.

GUC is entrusted with providing a safe drinking water supply to protect the public health. We take that charge very seriously. It is our privilege to serve you.



Ronald D. Elks  
General Manager/CEO



www.guc.com • 252-752-7166