

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Por favor hable con alguien que lo pueda traducir.

Para obtener más información, llame al (209)668-5590.

City of Turlock Has levels of 1,2,3-TCP Above Drinking Water Standards

Our water system recently failed a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received in February 2020 show our system exceeds the standard, or maximum contaminant level (MCL), for 1,2,3-trichloropropane (1,2,3-TCP). The standard for 1,2,3-TCP is 0.005 ug/L (micrograms per liter) equivalent to 0.000005 mg/L (milligrams per liter). The average level of 1,2,3-TCP for the period of March 2019 – February 2020 for three out of the eighteen drinking water wells was 0.0273 ug/L, ranging from 0.0059 ug/L to 0.185 ug/L.

What should I do?

- You do not need to use an alternative (e.g. bottled) water supply.
- This is not an immediate risk. If it had been, you would have been notified immediately. However, *some people who drink water containing 1,2,3-trichloropropane in excess of the MCL over many years may have an increased risk of getting cancer.*
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What was done?

On December 14, 2017 the State Water Resources Control Board's Division of Drinking Water established a MCL and monitoring frequencies for 1,2,3-TCP that went into effect January 2018. Due to the newly adopted MCL, the City of Turlock has three wells that have exceeded the allowable limits for the contaminant.

As a result, the City is required to increase monitoring frequencies for 1,2,3-TCP, develop a corrective action plan, and distribute a public notice to all drinking water customers every three months until the wells are no longer producing levels of 1,2,3-TCP above the MCL.

The City anticipates resolving the problem by June 30, 2021.

For more information, please contact:

Fallon Martin, Staff Services Analyst

Phone: (209) 668-5590

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 public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
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MUNICIPAL SERVICES, FINANCE

FINANCE@TURLOCK.CA.US

156 S. BROADWAY, SUITE 114 | TURLOCK, CALIFORNIA 95380 | PHONE 209-668-5570 | FAX 209-668-5565

TTY 1-800-735-2929

NOTICE: CHANGES IN UTILITY BILLING & PAYMENT DATE

The City of Turlock is improving the process for utility billing and **ALL** customers will be affected. **You will have a new payment due date for your utility billing statement.**

The new billing cycle and due dates start in April. Following is a timeline of events as we transition to the new billing cycle:

April 6th = billing statement for services provided March 1st through March 31st will be mailed.

April 24th = a second billing statement for services provided April 1st through April 23rd, additional 23 days added to the balance due on the account.

April 30th = payment due for April 6th statement.

May 14th = payment due for April 24th statement.

May 24th = billing statement for services provided April 24th through May 23rd will be mailed.

June 14th = payment due for May 24th statement.

Your new billing cycle will still be a monthly event: Billing on the 24th of every month and payments will be due on the 14th of the following month. All payments received before 5 pm on the 5th day following your due date will be accepted without penalties.

The City would like to encourage all customers to sign up for our recurring payment options. These services are provided at no additional cost to you. Sign up online by going to the web address: www.cityofturlock.org, or you can use our 24-hour pay by phone automated system.

As always, our customer service representatives are here to assist you should you have any questions or concerns regarding your billing. Office hours are Monday through Friday, 8 am to 5 pm, except holidays. We thank you for your patience and understanding during our process changes.

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AVISO: CAMBIOS EN LA FACTURA DE UTILIDAD Y LA FECHA DE PAGO

La ciudad de Turlock está mejorando el proceso de facturación de servicios públicos y **TODOS** los custodios se verán afectados. **Tendrá una nueva fecha de vencimiento de pago para su estado de cuenta de utilidad.**

El nuevo ciclo de facturación y las fechas de vencimiento comienzan en Abril. A continuación se incluye una cronología de los eventos a medida que hacemos la transición al nuevo ciclo de facturación.

- 6 de Abril = facturación por los servicios prestados del 1 de Marzo al 31 de Marzo.
- 24 de Abril = un segundo estado de cuenta por los servicios prestados del 1 de Abril al 23 de Abril, 23 días adicionales agregados al saldo adeudado en la cuenta.
- 30 de Abril = pago vence para facturación del 6 de Abril
- 14 de Mayo = pago vence para facturación del 24 de Abril
- 24 de Mayo = facturación por los servicios prestados del 24 de Abril al 23 de Mayo.
- 14 de Junio = pago vence para facturación del 24 de Mayo

Su nuevo ciclo de facturación seguirá siendo un evento mensual: la facturación se realizará el día 24 de cada mes y los pagos vencerán el día 14 del mes siguiente. Todos los pagos recibidos antes de las 5 pm del quinto día siguiente a la fecha de vencimiento se aceptarán sin penalización.

La Ciudad desea alentar a todos los clientes a registrarse en nuestras opciones de pago recurrente. Estos servicios se brindan sin costo adicional para usted. Regístrese en línea visitando el sitio web: www.cityofturlock.org, o puede usar nuestro sistema automatizado de pago por teléfono las 24 horas.

Como siempre, nuestros representantes de servicio al cliente están aquí para ayudarlo si tiene alguna pregunta o inquietud con respecto a su facturación. El horario de atención es de lunes a viernes de 8 am a 5 pm, excepto los días festivos. Le agradecemos su paciencia y comprensión durante estos cambios en el proceso.

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What happened? What was done?

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- Protect yourself and your loved ones from getting sick, **especially older adults and those with underlying medical conditions.**
- Go out **only** for essential job or errands, like buying groceries or medical supplies.
- **Wash your hands frequently** for at least 20 seconds with soap and water.
- Go on a walk, run, hike, or bike by yourself or with those you live with.
- Stay **6 feet** away from others.
- Call, Text, or Video Chat with your loved ones.
- Ask a friend or family member to pick up medicine or groceries if you are unable to.

For more information, Call (209) 558-7535 or Visit [Stancounty.com/coronavirus](https://www.stancounty.com/coronavirus)





Quedarse en Casa

- Protegerse y proteger sus queridos desde enfermarse, **especialmente adultos mayores y personas con condiciones médicas.**
- Salir **sólo** para trabajos o mandados esenciales, como comprar alimentos o artículos médicos.

Mantenerse Bien

- **Lavarse sus manos frecuentemente** por lo menos 20 segundos con jabón y agua.
- Dar un paseo, correr, hacer una caminata o montar en bicicleta sólo o con aquellos con que usted vive.
- Mantener a **6 pies** de distancia de los demás.

Mantenerse Conectado

- Llamar, enviar una mensaje o hablar por videollamada con sus queridos.
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- 6 de Abril = facturación por los servicios prestados del 1 de Marzo al 31 de Marzo.
- 30 de Abril = el pago vence para la facturación del 6 de Abril.
- 3 de Mayo = facturación de los servicios prestados del 1 de Abril al 2 de Mayo.
- 21 de Mayo = el pago vence para la facturación del 3 de Mayo.
- 3 de Junio = facturación por los servicios prestados del 3 de Mayo al 2 de Junio.
- 21 de Junio = el pago vence para la facturación del 3 de Junio.

Su nuevo ciclo de facturación seguirá siendo un evento mensual: la facturación se realizará el día 3 de cada mes y los pagos vencerán el día 21 del mismo mes. Todos los pagos recibidos antes de las 5 pm del quinto día siguiente a la fecha de vencimiento se aceptarán sin penalización.

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April 30th = payment is due, for April 6th billing.

May 3rd = billing statement for services provided April 1st through May 2nd will be mailed.

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June 3rd = billing statement for services provided May 3rd through June 2nd will be mailed.

June 21st = payment is due, for June 3rd billing.

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April 17th = a second billing statement for services provided April 1st through April 16th will be mailed.

May 7th = payment due on both billing statements, April 6th and April 17th.

May 17th = billing statement for services provided April 17th through May 16th will be mailed.

June 7th = payment due, for May 17th billing.

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With kind regards,

Customer Service



MUNICIPAL SERVICES, FINANCE

FINANCE@TURLOCK.CA.US

156 S. BROADWAY, SUITE 114 | TURLOCK, CALIFORNIA 95380 | PHONE 209-668-5570 | FAX 209-668-5565

TTY 1-800-735-2929

AVISO: CAMBIOS EN LA FACTURA DE UTILIDAD Y LA FECHA DE PAGO

La ciudad de Turlock está mejorando el proceso de facturación de servicios públicos y **TODOS** los custodios se verán afectados. **Tendrá una nueva fecha de vencimiento de pago para su estado de cuenta de utilidad.** El nuevo ciclo de facturación y las fechas de vencimiento comienzan en Abril. A continuación se incluye una cronología de los eventos a medida que hacemos la transición al nuevo ciclo de facturación.

- 6 de Abril = facturación por los servicios prestados del 1 de Marzo al 31 de Marzo.
- 17 de Abril = se enviará un segundo estado de cuenta para los servicios proporcionados del 1 de Abril al 16 de Abril.
- 7 de Mayo = pago vence en ambos estados de cuenta, 6 de Abril y 17 de Abril
- 17 de Mayo = facturación por los servicios prestados del 17 de Abril al 16 de Mayo.
- 7 de Junio = pago vence para facturación del 17 de Mayo.

Su nuevo ciclo de facturación seguirá siendo un evento mensual: la facturación se realizará el día 17 de cada mes y los pagos vencerán el día 7 del mes siguiente. Todos los pagos recibidos antes de las 5 pm del quinto día siguiente a la fecha de vencimiento se aceptarán sin penalización.

La Ciudad desea alentar a todos los clientes a registrarse en nuestras opciones de pago recurrente. Estos servicios se brindan sin costo adicional para usted. Regístrese en línea visitando el sitio web: www.cityofturlock.org, o puede usar nuestro sistema automatizado de pago por teléfono las 24 horas.

Como siempre, nuestros representantes de servicio al cliente están aquí para ayudarlo si tiene alguna pregunta o inquietud con respecto a su facturación. El horario de atención es de lunes a viernes de 8 am a 5 pm, excepto los días festivos. Le agradecemos su paciencia y comprensión durante estos cambios en el proceso.

Atentamente,

Servicio al Cliente

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Por favor hable con alguien que lo pueda traducir.

Para obtener más información, llame al (209)668-5590.

City of Turlock Has levels of 1,2,3-TCP Above Drinking Water Standards

Our water system recently failed a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received in February 2020 show our system exceeds the standard, or maximum contaminant level (MCL), for 1,2,3-trichloropropane (1,2,3-TCP). The standard for 1,2,3-TCP is 0.005 ug/L (micrograms per liter) equivalent to 0.000005 mg/L (milligrams per liter). The average level of 1,2,3-TCP for the period of March 2019 – February 2020 for three out of the eighteen drinking water wells was 0.0273 ug/L, ranging from 0.0059 ug/L to 0.185 ug/L.

What should I do?

- You do not need to use an alternative (e.g. bottled) water supply.
- This is not an immediate risk. If it had been, you would have been notified immediately. However, *some people who drink water containing 1,2,3-trichloropropane in excess of the MCL over many years may have an increased risk of getting cancer.*
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What was done?

On December 14, 2017 the State Water Resources Control Board's Division of Drinking Water established a MCL and monitoring frequencies for 1,2,3-TCP that went into effect January 2018. Due to the newly adopted MCL, the City of Turlock has three wells that have exceeded the allowable limits for the contaminant.

As a result, the City is required to increase monitoring frequencies for 1,2,3-TCP, develop a corrective action plan, and distribute a public notice to all drinking water customers every three months until the wells are no longer producing levels of 1,2,3-TCP above the MCL.

The City anticipates resolving the problem by June 30, 2021.

For more information, please contact:

Fallon Martin, Staff Services Analyst

Phone: (209) 668-5590

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 public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the City of Turlock in compliance with the California Domestic Water Quality and Monitoring Regulations as a means of keeping the public informed.



- Protect yourself and your loved ones from getting sick, **especially older adults and those with underlying medical conditions.**
- Go out **only** for essential job or errands, like buying groceries or medical supplies.

- **Wash your hands frequently** for at least 20 seconds with soap and water.
- Go on a walk, run, hike, or bike by yourself or with those you live with.
- Stay **6 feet** away from others.

- Call, Text, or Video Chat with your loved ones.
- Ask a friend or family member to pick up medicine or groceries if you are unable to.

For more information, Call (209) 558-7535 or Visit [Stancounty.com/coronavirus](https://www.stancounty.com/coronavirus)





Quedarse en Casa

- Protegerse y proteger sus queridos desde enfermarse, **especialmente adultos mayores y personas con condiciones médicas.**
- Salir **sólo** para trabajos o mandados esenciales, como comprar alimentos o artículos médicos.

Mantenerse Bien

- **Lavarse sus manos frecuentemente** por lo menos 20 segundos con jabón y agua.
- Dar un paseo, correr, hacer una caminata o montar en bicicleta sólo o con aquellos con que usted vive.
- Mantener a **6 pies** de distancia de los demás.

Mantenerse Conectado

- Llamar, enviar una mensaje o hablar por videollamada con sus queridos.
- Pedir a un amigo o un familiar a recoger medicina o alimentos si usted no puede.

Para más información, llame al (209) 558-7535 o
Visite StanCounty.com/coronavirus



 **HEALTH
SERVICES
AGENCY**



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NOTICE: CHANGES IN UTILITY BILLING & PAYMENT DATE

The City of Turlock is improving the process for utility billing and **ALL** customers will be affected. **You will have a new payment due date for your utility billing statement.**

The new billing cycle and due dates start in April. Following is a timeline of events as we transition to the new billing cycle:

April 10th = billing statement for services provided March 1st through April 9th will be mailed.

April 30th = payment is due for the April 10th billing.

May 10th = billing statement for services provided April 10th through May 9th will be mailed.

May 28th = payment is due for May 10th billing.

Your new billing cycle will still be a monthly event: Billing will occur on the 10th of every month and payments will be due on the 28th of the same month. All payments received before 5 pm on the 5th day following your due date will be accepted without penalties.

The City would like to encourage all customers to sign up for our recurring payment options. These services are provided at no additional cost to you. Sign up online by going to the web address: www.cityofturlock.org, or you can use our 24-hour pay by phone automated system.

As always, our customer service representatives are here to assist you should you have any questions or concerns regarding your billing. Office hours are Monday through Friday, 8 am to 5 pm, except holidays. We thank you for your patience and understanding during our process changes.

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- 10 de Abril = facturación por los servicios prestados del 1 de marzo al 9 de Abril.
- 30 de Abril = el pago vence para la facturación del 10 de Abril.
- 10 de Mayo = facturación de los servicios prestados del 10 de Abril al 9 de mayo.
- 28 de Mayo = el pago vence para la facturación del 10 de Mayo.

Su nuevo ciclo de facturación seguirá siendo un evento mensual: la facturación se realizará el día 10 de cada mes y los pagos vencerán el día 28 del mismo mes. Todos los pagos recibidos antes de las 5 pm del quinto día siguiente a la fecha de vencimiento se aceptarán sin penalización.

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