

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

**CHARLES TOWN UTL-GLEN HAVEN UTILITIES, WV3301909**

*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 7/1/2025 and 7/31/2025, we failed to maintain an adequate chlorine residual concentration 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     |
|--|-----------------------|
| 41, FAILURE MAINTAIN MICROBIAL TREAT.(GWR)<br>Failure to Maintain 4-log Treatment of Viruses, Free Chlorine Level Below Required Minimum | 7/1/2025 to 7/31/2025 |

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

Due to a chemical pump malfunction the chlorine residual levels dropped below acceptable levels. All Bacteriological sampling was performed and the results were negative which indicate that no health hazard existed.

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For more information, please contact Christopher T. Owens at (304) 725-2316  
(Contact name) (Phone number)  
or 661 South George Street, Suite 101, Charles Town, WV 25414  
(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: **CHARLES TOWN UTL-GLEN HAVEN UTILITIES**

State Water System ID #: WV3301909

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