



## VILLAGE OF FONTANA-ON-GENEVA LAKE

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### **NOTICE TO VILLAGE OF FONTANA WATER CUSTOMERS**

The Village of Fontana recently investigated water quality complaints in the portion of the water system served by Well No. 2 and Well No. 4. This portion of the water system is headquartered at Mayflower and Tarrant Drive and serves Country Club Estates, Pheasant Ridge, Berwyn Drive, and a portion of Abbey Springs and Upper Brookwood Associations. The investigation found changed conditions within Well No. 4, which are affecting filter performance and causing turbid/discolored water in this portion of the water system. In response to this investigation, Well No. 4 has been taken offline. In the coming months, Well No. 4 and the filter will be cleaned and rehabilitated.

Water produced by Well No. 2 and Well No. 4 is considered safe for residential use and is in compliance with all DNR and EPA drinking water requirements. However, to minimize customer concerns regarding turbid water, the Village is taking corrective actions.

With Well No. 4 offline, this portion of the water system may continue to experience lingering turbid water events as the system stabilizes from water provided by only Well No. 2. To minimize this potential issue, the Village is performing weekly flushing of the water system, which will help reduce discolored water events in the municipal portion of water system. Unfortunately, this flushing will not prevent turbid water from being generated inside of household plumbing.

If you are experiencing any cloudy or odored water, or to prevent turbid water issues, we recommend to routinely flush your interior plumbing system. This flushing amounts to opening all cold-water faucets at the same time and running them for at least two minutes to help turn over and clean the water service and interior plumbing. Once the cold-water system is flowing clean, do the same flushing for the hot water system. This flushing may be needed for a few weeks to a few months.

If you have questions regarding any of the above information, please contact the Department of public works at (262) 275-3481.