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ETOWAH WATER TASTE ADVISORY II

You may have seen the television stories about water customers that receive their drinking water from Utilities receiving their water from the Hiwassee River are continuing to taste an earthy taste in the drinking water. This taste is due to trace compounds (Geosmin and 2MIB) that are released when algae naturally grow in the environment. The compounds only have to be present in small parts per trillion concentrations in order for some customers to taste them. Some people can taste them and some cannot. Etowah's water is fully treated and meets all the safe drinking water standards for use. However, conventional water treatment does little to remove the taste and odor. We have begun adding activated carbon to the water in an attempt to absorb as much of the taste and odor compounds that we can. We feel that the problem will go away as the water flow gets back to normal in the Hiwassee. We are working diligently with the Tennessee Valley Authority, Tennessee Department of Environment and Conservation and other affected Utilities and are reaching out to the U.S. Forest Service as well. Samples are being taken from the river watershed in an effort to locate the source of the compounds in the mean time you may see Etowah Utility vehicles on the river checking the water. We apologize for this situation and we are sorry that our customers are going through this with us. We appreciate your patience. Again, the water meets all standards but we certainly are working hard to regain the confidence of our customers and you can be assured that we will not stop until the excellent taste of our water returns.

Sincerely,

A handwritten signature in black ink that reads "Harold Masengil". The signature is written in a cursive style with a large, sweeping flourish at the end.

Harold Masengil, GM
Etowah Utilities