

Valley Utilities Water Company, Inc.
Customer Notice Regarding United States Air Force PFOS/PFOA Issue
May 11, 2021

Valley Utilities Water Co., Inc. (“**Valley**”) last updated you regarding the United States Air Force (“**Air Force**”) PFOS/PFOA issue on April 29, 2021. You may download copies of all customer notices or the February letter from the Air Force at www.vuwco.com or call Valley’s office to request copies. Valley is providing this notice to update you on recent developments.

In previous customer notices, we informed you that Valley is purchasing water from Liberty Utilities (“**Liberty**”) through an interconnection pursuant to which Liberty has agreed to provide up to 300 gallons per minute until June 1, 2021 and that we had also turned off the three wells at Valley’s Bethany Hills West site (“**Bethany**”) that showed PFOS/PFOA levels above the recommended lifetime Health Advisory (“**HA**”) level of 70 parts per trillion (“**ppt**”). As a result, Valley believed that the PFOS/PFOA level of all water in its distribution system was below the HA of 70 ppt. However, we also stated that Valley could offer no assurance that it would be able to keep the Bethany wells out of production.

Recently, as system demand has increased, Valley has had to begin intermittently pumping one of the Bethany wells in order to meet customer demand. Therefore, it’s now possible that PFOS/PFOA levels may be above 70 ppt in some areas of the distribution system. Valley is limiting production from the Bethany wells and is using water from the Bethany well only when necessary to meet system demand. However, as temperatures increase, Valley expects that it will have to increase production from the Bethany wells.

The Air Force has taken responsibility for the contamination and continues to work to install treatment facilities at the Bethany site to reduce PFOS/PFOA in water produced from the Bethany wells to below the HA of 70 ppt. The Air Force has delivered a portion of the treatment system to the Bethany site and told Valley to expect delivery of the rest of the treatment system and filter media next week. Following assembly, installation, and conditioning of the treatment system, water testing will be performed to insure successful reduction of PFOS/PFOA to below the HA of 70 ppt. Once validated test results are received that show PFOS/PFOA are below 70 ppt, we will notify you that bottled water will no longer be necessary as well as our plans for continued testing of our water. Barring unforeseen delays, we expect to have these results by the end of June.

The Air Force remains committed to providing bottled water to Valley customers free of charge until the treatment equipment is fully operational. The bottled water provided by the Air Force remains the best option for Valley customers who want to be certain that PFOS/PFOA levels in their drinking water are below the HA of 70 ppt. To receive bottled water from the Air Force, please call 844-610-8899. The Air Force or Valley will provide updates periodically when important additional information becomes available. Customers with questions or concerns may contact Valley by email at valleyutilities@vuwco.com or by telephone at 623-935-1100.