



To: All Prairie Grove Water Customers
Date: February 16, 2021
Subject: Emergency Operating Conditions

What is the Emergency

The Prairie Grove Water System is experiencing extremely high water demands that exceed what the well is capable of producing. It is presumed that the increased demands are the result of dripping faucets and customer side water leaks. The water system cannot produce enough water to meet the ongoing demands being experienced within the distribution system.

Effective today Tuesday, February 16, 2021 at noon, Prairie Grove WSC will enter into emergency operation mode.

What Should Customers Expect

The Water System will be manually shut down as of the effective date and time of this notice. In order to provide enough water for basic hygiene and sanitary conditions, the Water System will be turned on during two periods each day until these emergency conditions subside. This is being done to allow time for the ground storage tanks at the well to refill.

The scheduled water supply delivery times are:

<u>Date</u>	<u>Morning Cycle</u>	<u>Afternoon Cycle</u>
Tuesday, February 16 th	9:00 AM to 12:00 Noon	4:00 PM to 7:00 PM
Wednesday, February 17 th	9:00 AM to 12:00 Noon	4:00 PM to 7:00 PM
Thursday, February 18 th	9:00 AM to 12:00 Noon	4:00 PM to 7:00 PM
Friday, February 19 th	9:00 AM to 12:00 Noon	4:00 PM to 7:00 PM

When the water system is turned on, water system pressures will still be below normal. Customers should fill various household containers to store minimal quantities of water for cooking and basic sanitary functions.

The Boil Water Notice is still in effect.

What will the Water System Continue To Do

Water System personnel are monitoring the conditions at the Prairie Grove Water System on an ongoing basis. Field staff are in emergency operations mode and will continue to be until extreme weather conditions and the ensuing emergency subside.

Continue to monitor the Prairie Grove Water Customers page for breaking updates.