

# IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

## MONARCH MOUNTAIN LODGE

### Has Multiple Violations

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Our water system recently violated multiple drinking water requirements. Although this situation is not an emergency, as our customers you have a right to know what happened, what you should do, and what we are doing to correct this situation. The Colorado Department of Public Health and Environment issued an Enforcement Order (Order Number DW.06.25.108420) and penalty to our drinking water system on 6/30/2025. The enforcement order requires us to complete corrective actions according to a specific schedule and to notify you of our progress.

#### VIOLATIONS IDENTIFIED DURING AN INSPECTION

A drinking water inspection performed by the Colorado Department of Public Health and Environment on June 6, 2024 identified significant deficiencies and violations that may pose a risk to public health. We were required to take action to correct these deficiencies and violations; however, for some of these issues, we failed to take action by the required deadlines as shown in the following table. We also failed to notify you in a timely manner. Some of these notices were required to have been distributed by July 6, 2024 and repeated every three months. Other notices for uncorrected deficiencies were required to have been distributed by May 4, 2025 and repeated every three months.

Description of Violation or Deficiency	Missed Resolution Date	Steps We Are Taking	Estimated Completion Date
<p><b>Inadequate Treatment:</b></p> <ul style="list-style-type: none"> <li>• Filter not replaced when needed</li> <li>• No records of filter changes</li> <li>• No operating manual</li> <li>• No spare parts</li> <li>• No records of valve maintenance</li> <li>• Using un-disinfected equipment</li> <li>• Improper pressure records/procedure</li> <li>• Missing/incorrect reports to the state</li> </ul> <p>This was identified as Significant Deficiency T119 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to submit updated procedures, operational logs, and a corrected report to the state.</p> <p>We submitted a corrected monthly operating report for April 2024 on 7/28/2025.</p> <p>We submitted some of the other required documentation on 12/2/2025, 12/3/2025, and 1/9/2026.</p>	<p>The enforcement order required that we complete these requirements in full by 9/28/2025. These requirements are overdue. Our estimated completion date is 1/18/2026.</p>
<p><b>Inadequate Disinfection:</b></p> <p>Our treatment was not meeting the minimum level and we were not recording or reporting disinfection concentration correctly. This was identified as Significant Deficiency T110 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to submit a written procedure for proper monitoring and reporting to the state.</p> <p>We submitted some of the required documentation on 12/2/2025.</p>	<p>The enforcement order required that we complete this requirement by 9/28/2025. This requirement is overdue. Our estimated completion date is 1/18/2026.</p>

Description of Violation or Deficiency	Missed Resolution Date	Steps We Are Taking	Estimated Completion Date
<p><b>Unprotected Storage (Tank 2):</b> There were holes in the tank that could allow contamination of the water. This was identified as Significant Deficiency T310 during the June 2024 inspection.</p>	2/1/2025	We are required to submit evidence that potential entrances for contamination are eliminated.	The enforcement order required that we complete this requirement by 9/28/2025. This requirement is overdue.
<p><b>Unprotected Storage (Tank 1):</b> We used the wrong size screen on a discharge pipe. This could allow contamination of the water. This was identified as Significant Deficiency T310 during the June 2024 inspection.</p>	2/1/2025	We are required to submit evidence that potential entrances for contamination are eliminated.	The enforcement order required that we complete this requirement by 9/28/2025. This requirement is overdue.
<p><b>Inadequate Disinfection:</b> We were not maintaining the chlorine level in the system correctly. The level was below the minimum in the distribution system. This was identified as Significant Deficiency D230 during the June 2024 inspection.</p>	2/1/2025	We are required to submit a report and response procedure for this issue.	The enforcement order required that we complete this requirement by 12/31/2025. This requirement is overdue.
<p><b>Operator Not Supervising:</b> The certified operator did not provide adequate training or supervision to on-site staff. We allowed uncertified staff to make operational decisions without direction from the certified operator. This was identified as Significant Deficiency O997 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to ensure proper supervision by the certified operator. We are also required to submit documentation including a written operating plan and training documentation to the state.</p> <p>We submitted some of the required documentation on 12/3/2025.</p>	The enforcement order required that we complete this requirement in full by 9/28/2025. This requirement is overdue. Our estimated completion date is 1/18/2026.
<p><b>Monitoring Equipment:</b> We were not operating or maintaining the turbidity monitoring equipment correctly. This was identified as Violation R532 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to submit documentation showing the equipment is being properly operated and maintained.</p> <p>We submitted some of the required documentation on 12/3/2025.</p>	The enforcement order required that we complete this requirement by 9/28/2025. This requirement is overdue. Our estimated completion date is 1/18/2026.

Description of Violation or Deficiency	Missed Resolution Date	Steps We Are Taking	Estimated Completion Date
<p><b>Monitoring Equipment:</b> We were not operating the chlorine monitoring equipment correctly. This was identified as Violation R531 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to submit documentation showing the equipment is being properly operated and staff are properly trained.</p> <p>We submitted some of the required documentation on 12/2/2025.</p>	The enforcement order required that we complete this requirement by 9/28/2025. This requirement is overdue. Our estimated completion date is 1/18/2026.
<p><b>Incorrect Sampling:</b> We were not following our sampling plan. We were collecting samples from unknown locations that did not represent the whole system. This was identified as Violation R518 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to submit an updated sampling plan to the state.</p> <p>We are working with the state to establish sample collection locations.</p>	The enforcement order required that we complete this requirement by 7/30/2025. This requirement is overdue.
<p><b>No Backflow Prevention Program:</b> We are required to implement a program to prevent backflow water from contaminating the drinking water. During the inspection, we did not have a written program. This was identified as Violation M610 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to create a written program and implement all steps of the program.</p> <p>We submitted some of the required documentation on 12/31/2025.</p>	The enforcement order required that we create the written program by 9/28/2025 and implement all steps by 12/31/2025. The documentation we submitted is under review by the state.
<p><b>Not Maintaining Backflow Prevention Devices:</b> We failed to test one backflow prevention assembly after it was installed. This was identified as Violation M611 during the June 2024 inspection.</p>	2/1/2025	<p>We submitted a passing test report for the backflow prevention assembly on 8/15/2025 to resolve this violation.</p> <p>We are working to install a more protective backflow prevention assembly in accordance with state standards.</p>	This violation was resolved on 8/15/2025.

Description of Violation or Deficiency	Missed Resolution Date	Steps We Are Taking	Estimated Completion Date
<p><b>Not Implementing Backflow Prevention Program:</b> We had no records to show that we were complying with the backflow prevention requirements such as identifying cross-connections and testing/inspecting protection devices. This was identified as Violation M612 and Violation M619 during the June 2024 inspection.</p>	2/1/2025	<p>We are required to survey the system for cross-connections, control all cross-connections that are found, and ensure all protection devices are tested/inspected on an annual basis.</p> <p>We submitted some of the required documentation on 12/31/2025.</p>	The enforcement order required that we complete these requirements by 12/31/2025. The documentation we submitted is under review by the state.
<p><b>No Annual Reports for Backflow Prevention Program:</b> We are required to write an annual report to show that we are fully implementing the program. During the inspection, we did not have any reports. This was identified as Violation M613 during the June 2024 inspection.</p>	2/1/2025	We are required to create the annual report for calendar year 2025 documenting our implementation activities.	The enforcement order requires that we submit the report by 1/30/2026.

**FAILURE TO MONITOR FOR WATER QUALITY**

We did not perform or report the following contaminant monitoring shown in the table below. We are required to complete all of the following sampling for the current monitoring periods, in accordance with the corrective action schedule in the enforcement order. We are also required to develop a procedure for duties and deadlines so that we do not miss sampling in the future.

We collected samples for total coliform bacteria, disinfectant in the distribution system, disinfection byproducts, synthetic organic chemicals, and nitrate on August 27, 2025 and reported the results to the state.

Monitoring Period	Monitoring Not Performed
June – September 2023	Lead and Copper
August 2024	Total Coliform Bacteria and Disinfectant in the Distribution System
November 2024	Total Coliform Bacteria and Disinfectant in the Distribution System
December 2024	Total Coliform Bacteria and Disinfectant in the Distribution System
June – September 2024	Lead and Copper
August 2024	Disinfection Byproducts
Year 2024	Inorganic Chemicals Including Fluoride
Year 2024	Volatile Organic Chemicals
Year 2024	Nitrate

February 2025	Total Coliform Bacteria and Disinfectant in the Distribution System
March 2025	Total Coliform Bacteria and Disinfectant in the Distribution System
April 2025	Total Coliform Bacteria and Disinfectant in the Distribution System
May 2025	Total Coliform Bacteria and Disinfectant in the Distribution System
July 2025	Total Coliform Bacteria and Disinfectant in the Distribution System
September 2025	Total Coliform Bacteria and Disinfectant in the Distribution System
June – September 2025	Lead and Copper
October 2025	Total Coliform Bacteria and Disinfectant in the Distribution System

### **FAILURE TO INVENTORY SERVICE LINE MATERIALS**

We were required to complete and submit a lead service line inventory. We were also required to make this inventory available to the public. This inventory requires the identification of the materials of each service line in our service area. A service line is the pipe that runs from the water main, usually in the street, to each home or building. Service lines typically are made of non-lead materials, such as copper or plastic. Some service lines contain lead which can leach into the water. The inventory is intended to identify lead-containing service lines so consumers are aware of the risks and can take measures to reduce their exposure to lead in drinking water. We did not complete and/or submit this inventory by October 16, 2024 deadline. We also failed to notify you of the violation in a timely manner. This notice was required to be distributed by December 7, 2024 and repeated every three months. The enforcement order required that we complete this inventory by December 31, 2025. We submitted a lead service inventory to the state on December 31, 2025, and our submission is under review.

Typically, lead enters water supplies by leaching from lead or brass pipes and plumbing components. Lead-containing pipes and plumbing components have been banned since 1988 for this reason. However, older homes may contain lead pipes or lead solder. Your water is more likely to contain high lead levels if your service line is made of lead. Visit [epa.gov/lead](http://epa.gov/lead) for more information.

#### **What does this mean?**

- Not completing all sampling/testing means that we cannot be sure of the water quality during that time.
- Uncorrected significant deficiencies may allow contamination or disease-causing organisms to enter the drinking water.
- Uncontrolled cross connections can lead to a back pressure or siphonage event that may allow contaminants or disease-causing organisms to enter the drinking water.
- Inadequately treated water may contain disease-causing organisms.
- Disinfectant residual serves as one of the final barriers to protect public health. Lack of an adequate disinfectant residual may increase the likelihood that disease-causing organisms are present.
- **These disease-causing organisms (viruses, parasites, bacteria) can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.** These symptoms are not only caused by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to consult your doctor.
- Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems

## What should I do?

- **You do not need to boil your water or take other actions. However, if you have specific health concerns, consult your doctor.** If you have an infant, severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your doctor about drinking this water. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.
- We may need to determine the material of your water service line to ensure safe drinking water. Please confirm the material of your service line upon our request. It is important and easy to do. If you are unsure how to locate your service line entering your home or how to identify the material, we can assist you.
- If your water service line contains lead, we will contact you to discuss replacement options. Water systems are required to replace all system-owned lead service lines. Property owners are encouraged to replace their portion of the service line if it is made of lead. We are required to replace our portion of lead service line when the property owner notifies us they are replacing their portion of lead service line. If you are planning to replace your lead service line, contact us prior to replacement so that we can coordinate our efforts.
- How to Reduce Your Exposure to Lead in Your Water
  - Run your water to flush out lead. If it hasn't been used for several hours, run the cold water tap until the temperature is noticeably colder. This flushes lead-containing water from the pipes. To conserve water, remember to catch the flushed tap water for plants or some other household use (e.g. cleaning).
  - Always use cold water for drinking, cooking, and preparing baby formula. Never cook with or drink water from the hot water tap. Never use water from the hot water tap to make formula.
  - Do not boil water to remove lead. Boiling water will not reduce lead.
  - Test your water for lead. Call us at the number below to find out how to get your water tested for lead.
  - Get your child's blood tested. Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

For more information, please contact **Daniel Ritz** by email at [britz@reveillecapital.com](mailto:britz@reveillecapital.com) or by telephone at **713-269-4969**.

*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: MONARCH MOUNTAIN LODGE – PWSID CO0108420

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