



FOR IMMEDIATE RELEASE

Contact:

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March 17, 2021

Zone 7 has received several complaints from our retailers regarding strange, chlorinous tastes and odors (T&O) that appear to have started over the weekend. These T&O complaints may be related to changes in our source water supply from the Delta. We have detected a new species of algae in our source water that could have contributed to the increase in T&O complaints described as swampy or medicinal, and which might explain the chlorinous odor. In response, our treatment plant has increased the ozone dosage to mitigate the T&O issue. The recent upgrades to ozonation treatment at our Del Valle Water Treatment Plant are specifically suited for these types of source water issues. Ozone is more effective than chlorine at treating organic matter and destroying algal byproducts. We are also working closely with the State Department of Water Resources (DWR) in reducing the affected source of water.

Zone 7 fully understands customer concerns and is exploring all viable options to mitigate these concerns as soon as feasible. Actions taken include increased water testing and monitoring, and treatment optimization. We want to ensure you that our water supply continues to meet all state and federal health standards and is safe to drink.