

March 27, 2025

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**Town of Telluride Violations Identified During Drinking Water Inspection**

Esta carta contiene información importante sobre su agua potable. Visite [bit.ly/totwater](https://bit.ly/totwater) para obtener más información en español.

Dear Water & Wastewater Service Customer,

Our water system was recently found in violation of a drinking water requirement by the Colorado Department of Public Health & Environment (CDPHE) during a routine drinking water inspection on July 16, 2024. Although this situation is not an emergency, as our customers we want to keep you informed of what is happening with your water system, what actions you might need to take, and the steps we are taking to correct identified issues quickly and safely.

The routine drinking water inspection conducted by the state drinking water program identified the following ongoing violations that may pose a risk to public health:

<b>VIOLATION IDENTIFIED &amp; DATE CORRECTION IS REQUIRED</b>	<b>NOTES AND STEPS THE TOWN IS TAKING</b>
<p>Backflow Prevention Annual Compliance Ratio Management</p> <p>4/03/2025</p>	<p>We are writing to provide an update regarding the ongoing review of cross-connection rule violations by the Colorado Department of Public Health and Environment (CDPHE).</p> <p>A cross-connection is a point where the clean water supply meets a potential source of contamination. If not properly controlled, it can allow harmful substances to enter the drinking water system. Many homes and all commercial properties in Telluride have backflow prevention devices installed in their plumbing systems aimed to safeguard drinking water systems with non-potable substances through physical connections, using devices like testable backflow prevention devices. These devices ensure that water flows in one direction only, thereby protecting the drinking water from potential contamination. As a property owner where backflow devices are required, you are responsible for ensuring your backflow prevention devices are installed correctly, maintained and tested annually, by a certified tester to help keep the Town in compliance.</p> <p>During the 2023 reporting period, an inadequate backflow prevention and cross-connection control program was observed during the Sanitary Survey on July 16th, 2024. This inadequacy was due to a misinterpretation of the data in the Town of Telluride’s water system and insufficient personnel to enforce the completion of testing requirements for backflow prevention devices or methods. In the 2024 reporting period, the Town ensured that all permitted backflow prevention devices or methods were tested within the required two-year window, with over 90% of the surveyed devices tested within the compliance period. These records were meticulously prepared to meet all regulatory requirements and were submitted to CDPHE for their review. Despite the Town’s diligent efforts, including the timely submission of all required records and ensuring compliance with the 2024 backflow report, the review process by CDPHE is still ongoing. We understand the importance of this matter and want to reassure you of the steps we have taken to address the situation.</p>

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VIOLATION IDENTIFIED & DATE CORRECTION IS REQUIRED	STEPS THE TOWN IS TAKING
<p>Management of Permitted Cross-Connections</p> <p>4/03/2025</p>	<p>In 2025 the Town is re-surveying to ensure that there are no uncontrolled cross-connections within the water system. Additionally, the Town is purchasing new software to better track and monitor backflow testing, including automatic reminders for customers. During this reporting process, the Town also discovered several “failed” backflow prevention devices within the water system that customers chose not to repair or replace, despite notifications from the Town. On-going “failed” test results will result in water shut-offs to ensure that the cross-connection was controlled within a 120-day timeframe. The Town encourages any customer with backflow prevention devices to test them yearly and review the reports to ensure that any necessary repairs or replacements are made promptly. This will help the Town improve records with accuracy and keep the water system safe for all consumers.</p> <p>The primary reason for the extended review period by CDPHE is their thoroughness and diligence in ensuring all aspects of the cross-connection rules are meticulously evaluated. This rigorous process is essential to maintain the highest standards of public health and safety. While we understand that delays can be frustrating, it is crucial that CDPHE conducts a comprehensive review to ensure that all measures are correctly implemented. We are in constant communication with CDPHE and are providing any additional information or clarification they may need to expedite the review process. We appreciate your patience and understanding as we work through this essential regulatory procedure.</p>

- Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.
- 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, which can cause diarrhea, nausea, cramps, and associated headaches.

What does this mean? What should I do?

- There is no action necessary at this time. If a situation arises where the water is no longer safe to drink, you will be notified promptly via Town emergency notification which does not require you to opt-in.

We anticipate resolving all data/record problems by April 3, 2025. For more information, please contact Stan Kiersztyn at skiersztyn@telluride-co.gov or (970) 729-0353.

This notice is being sent to you by: Town of Telluride - CO0157800

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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.