

***** IMPORTANT WBCOA UPDATES *****

The number one complaint the Board has received now, and historically, is regarding the water quality at Whisper Bay. For those of you that aren't aware of our water source, it comes from two wells on the property. The first well was dug in ~ 1988 and the second one was dug ~ 1992 – 1993. All of the water from the wells in this area has a high iron and other mineral content. Much work has been done in the past to reduce the amount of iron going into the buildings and we still get complaints about the water color, taste and odor. Over the past eight months, we have sought consultation from environmental management experts and have learned there are two separate issues at play. One is the iron and mineral content of the water and that one is currently being managed. The second issue is with iron bacteria in the well that infiltrates the pipes throughout the system. This has never been treated and is what causes the odor, bad taste, slimy buildup in the toilet tanks, discoloration, etc. The bacteria are not hazardous to health, but can cause troublesome well and pipe problems. This is a naturally occurring bacteria found in soil, water, etc. so it will never be eliminated, but it can, and should be managed. **The first step in this is cleaning the well and the pumps. Since the pumps need to be pulled in order to perform the cleaning, we are planning to replace the pumps at the same time as they are the originals and are likely nearing the end of their life. This step will take ~ 8 hours. After the well is cleaned and the pumps are replaced, the entire system needs to be disinfected. This is done by chlorinating the well, pumping it through the entire system, and allowing it to sit – undisturbed for 24 hours. The chlorine is then pumped out of the system until cleared. The total amount of time the community will be without water is ~ 36 hours.**

WE NEED YOUR ASSISTANCE FOR THIS TO BE SUCCESSFUL

The experts have told us the best time to perform this is in the spring before our water usage increases again. **We are targeting mid-April (mid-week) to have this work done. We are interdependent on each other to accomplish this and we know it is going to be a tremendous inconvenience for those that are full-time residents.**

WHAT WE NEED FROM OWNERS:

- **Patience and Cooperation**
- **Access to your unit** to be able to pull the chlorine through all of the pipes. Ideally, we need to get the chlorination into all units. We understand this might be impossible, but that would be the goal. We will be sending out detailed information with hourly timeframes once we have it so if you are able to come and open your faucets at the time, great. If you can't be there, we would like to ask if you can make arrangements with a neighbor, building rep or other board member to access your unit. If we can't access all units, we will still move forward with disinfecting as much of the system as

possible, just knowing those individual units might not experience the same results as other units that do get chlorinated.

- **Preparation:** we will send out detailed plans with as much notice as possible. Since the water will be down for a 36-hour period of time, you will need to make plans for that such as:
 - Having a supply of water – bottled, in pitchers, stock pots, in bathtub for flushing toilets, etc.
 - Plan to stay elsewhere during that time if at all possible.
 - Do laundry in advance

This initial cleaning and disinfection of the system is the most impactful to owners/residents. The annual maintenance will require shocking the system each spring and should be a greatly reduced amount of time for the system to be down. Please know we are not entering into this lightly and are willing to do all we can to minimize the impact on individuals. We know our water quality will not improve without taking these actions and the well maintenance, as far as we know, has never been performed.

BUILDING REPRESENTATIVES:

- 20** Rick Hoffman – richard@lgs.cc 419-581-2320
- 80** Josh Ross – joshross34@hotmail.com 260-479-0222
- 100** Pam Guzman – pguzman010@gmail.com 260-438-2546
- 120** Steve Hunter – stevendhunter@usa.com 260-579-5729
- 140** Josh Ross – joshross34@hotmail.com 260-479-0222
- 160** Bonnie France – bfrance@woh.rr.com 937-339-7343
- 180** Connie Dicke – connied01@yahoo.com 260-409-2922
- 200** Joe Thomas – jlzthomas@outlook.com 260-908-3413
- 300** Joe Thomas – jlzthomas@outlook.com 260-908-3413

PLEASE REACH OUT TO US WITH ANY QUESTIONS, CONCERNS AND OFFERS OF ASSISTANCE.