Message

From: Matlock, Dennis [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7EB30E129A9246E5B47301D1D0622A15-DMATLOCK]
Sent: 8/10/2018 4:10:10 PM
To: Huggins, William [William.Huggins@wv.gov]
CC: Ex. 4 CBI @TechLawInc.com]
Subject: FW: PADEN CITY PCE

From: Towle, Michael
Sent: Friday, September 15, 2017 11:34 AM
To: Matlock, Dennis <Matlock.Dennis@epa.gov>
Subject: FW: PADEN CITY PCE

Hi Den

See email below.

From: Towle, Michael
Sent: Friday, September 15, 2017 11:33 AM
To: 'Josh Billiter' <josh.billiter.padencity@gmail.com>
Subject: RE: PADEN CITY PCE

Good morning Josh.

At this time, I would suggest the following:

1. The City inform the public as it would be otherwise be required with respect to water delivery to customers. If the levels or activities require notification, then such should be made. If the delivered water meets all standards, then such notification is not likely required.
2. From my perspective, it is always helpful to keep the public informed. But, there is a difficult balance between information intending to be helpful and information that simply causes concern. You'll have to ask whether the level of difficulty addressing the issue right now and dealing with the concern now is more or less complicated than explaining later on why the public wasn't informed sooner. I have seen both approaches work and fail. Very tough call. You may know the community and officials better than most. It'll need to be relayed sooner or later, especially if we start to investigate sources of contamination.
3. You may have more control of the message now than later. Your message is a good one. You have found a threat. You are taking steps to deal with it. Your system has equipment in place to insure that the delivered water is safe. You are being proactive to investigate and insure that the problem does not worsen. You have sought assistance in that matter.
4. there is an insufficient amount of information available to provide about "what is going on".
5. We can help craft a message about the PCE if you want. We have access to professionals that deal with this all the time. We have worked these kinds of issues elsewhere.

This may not be helpful for you, but these are thoughts that cross my mind. Please let us know if we can help. Good luck.

From: Josh Billiter [mailto:josh.billiter.padencity@gmail.com]
Sent: Friday, September 15, 2017 7:26 AM

To: Towle, Michael <Towle.Michael@epa.gov>
Subject: PADEN CITY PCE

Michael,

My name is Josh Billiter, with Paden City Water Works, I'm contacting you regarding our PCE issues. I have been advised by Lew Baker of WV Rural Water to send out a letter to the public explaining what is going on and what PCE is and the potential health concerns. Yesterday I received a phone call from Ronda Savilla that after talking with her supervisors that this letter is not needed and will only induce a panic. I would like your input before I go one way or another with this issue. I'm trying to be open about the issue, but at the same time I'm not to incite a great panic within the community. Any advice on this would be greatly appreciated.

Thank You,

Josh Billiter
Chief Water Operator
Paden City Water Works