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**Cc:** [Olsen, Greg](#); [Pizzini, Eugene](#); [Seekins, Josh](#); [Gernand, Gerard](#); [CITY OF FORSYTH](#); [Crystal Bennett](#); [Chad Hanson](#)  
**Subject:** Town of Hysham - MT0000428  
**Date:** Tuesday, May 2, 2023 4:57:07 PM  
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Good Afternoon,

On May 1, 2023, PWSB (Public Water Supply Bureau) was informed that the 1 operable filter train experienced a loss of filtration media, likely through the malfunctioning of automatic valving controlled by the SCADA system that also requires updating. Because the media was lost from the filter train, chemicals aren't being properly mixed and then filtered out before water is sent to town. The town of Hysham feeds permanganate as part of their treatment process. Again, because the chemical isn't being properly mixed and then filtered out, the level manganese in the distribution system is elevated. A manganese sample taken at city hall in town had a result of 1.1 mg/L or nearly 3 times the EPA suggested high level of 0.3 mg/L. Due to the inability of the treatment plant to produce water that meets the requirements and the elevated levels of manganese in the distribution system, the town will be placed on a Do Not Consume advisory.

The attached Do Not Consume advisory will replace the Boil Water Advisory and should be distributed immediately in the same manner as the Boil Water Advisory was distributed. I believe DES and County Health were responsible for ensuring that the advisory was distributed to all consumers. That method of distribution worked well and I suggest that this Do Not Consume advisory is distributed in the same way. Additional sampling requirements will be communicated later this week.

PWSB has met with the town's engineers, Crystal Bennett and Chad Hanson of great West Engineering, and are developing a plan to move forward with the much needed upgrades to the treatment plant.

If there are any questions, please reach out to Josh, Gerard or me.  
Thanks, and have a good evening.

Lisa Kaufman | Field Services Section Supervisor  
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