

Unedited Captioning Transcript of Parks and Sustainability Committee Meeting – February 23, 2023

Peace, welcome to the parks and sustainability committee. Today is Thursday, February the 23rd 2023. the time is currently 3:05 PM. I'm chairman. Cory Arthur we also have vice chair, Marilyn Parker with committee members members Philip Baker Betsy Roy Jeff Hudson. Committee members, Cindi Fowler and Pat Mulvihill have excused absences. This meeting is being held pursuant to 1.826 and counsel rule. 5 8. We have 2 items on our agenda, but we will hold item number 2 into the next meeting and focus on our discussion with the water company. Thank you all so much for being here. Please come forward and we will address. Current events please state your name title and company for the record.

Thank you chairman Arthur my name is Vince.

I am the senior utilities consultant for global water, and we greatly appreciate the opportunity to address the committee today to talk about how we responded to the train derailment and each Palestine, Ohio. I am going to provide a brief overview of global water and then with me today, also we have Chris Obey who's our manager of water quality.

And Kelly during Smith.

Who's the vice president of marketing and communications so I'm going to give a quick overview of the water company. Just very, very high level. Chris. We'll talk about what our response to the incident was and Kelly will share some of our communication efforts related to to this, this, this emergency. So we have this presentation here.

Or committee members in the public, the presentation is attached to the agenda. Little water began in 1860 as Kentucky's 1st, public drinking water provider. Our structures are part of the national, historic landmarks and most most importantly. most most importantly

We are the site of where we did the original water filtration experiments, and those experiments resulted in greatly improving water quality. Not only here in global, but that was quickly duplicated.

Across the United States today we have 420 employees, we maintain over 4,000 miles of water, Maine, and we are the 1st and only drinking water utility to trademark our tap water pure tap.

On average we deliver about 120 million gallons of water a day.

Water quality is really the core of what we do we take this responsibility very seriously. In fact, we meet or exceed all environmental protection agency, drinking water standards. So it's really paramount to what it is that we do. We have a history of 100 compliance with all drinking water regulations. We also have a commitment to customer satisfaction. Our laboratory is an EPA.

Certified lab, we run over 200 water quality test today to assure that your water is safe to drink. We have 2 of only 19 water treatment plants in North America. So we partner with.

Um, the partnership for safe water, that's a voluntary program where utilities run through a series of processes to do to be able to demonstrate that we have excellent water treatment processes. We are certified, like, through that process.

And as I said, we're, we're 2, we have 2 drinking water plants.

And lovable, and we are 2 of the 19 we are also recognized through that same process for our distribution water quality. So it's not only important that we treat the water at the plant. But that water then has to go through.

The 4,000 miles of water, man, I mentioned to get to people's homes and businesses, and we are certified as an outstanding.

Distribution water, quality utility as well with all that said.

This event was a major environmental emergency. And it was certainly a serious, and it's still a serious issue for the citizens of the community today. Fortunately, that is a different story, uh, for the Ohio River. I'm now going to turn it over to Chris to talk about our response to this. Before I do, I think we should pause on that last. Go back to that last image. So that's a scary photo there and. Before we talk about the response of our team, and the folks that we collaborated with, which was an interstate collaboration. I think it's important that we recognize what what's going on in East.

Palestine is, um, is very serious and there were impacted waterways.

Um, this is in the border area of Ohio and Pennsylvania, which is what we would consider the upper basin.

Of the Ohio river basin, so that's the drainage area for the upper river.

And just to put it in context, you know, that the waters flowing through several creeks and streams, and then hits the Ohio river near mile marker, 40 on the Ohio River. So, if it's Berg is 0.

River mile. This is my 40 where this comes out. Okay.

Let's go to the next line. So why was the Ohio river? A different story?

I'm gonna go into the timeline and the details of how this unfolded over the past several weeks.

But I want to start with 2 main points number 1.

The levels of the chemicals that we saw in the river.

Were never a public health concern, the chemicals that were associated with the training room that were never above levels that, in water that would have exceeded any thresholds for public safety.

Hmm. Number 2, we never detected any chemicals past Huntington, West Virginia. So that's 300 miles from Louisville on the river. So, this was an upper river issue. An upper river emergency response, but.

I'll talk about it a little bit. Why how that changed and developed over time.

So for context, Luke water is part of 17 water utilities that collaborate in what we call the network, which is the organic detection system.

This is a system of instrumentation that's owned by or Sankoh, which is an interstate Commission, the Ohio River Valley sanitation Commission, and they fund this program and the operators of the utilities.

Operate the equipment and this instrumentation allows us to scan and screen for volatile chemicals. Just like those that were spilled in the river.

Responding to stuff like this is what we do.

We are trained professionals. Our water quality team has PhDs masters.

Degrees we, we handle this, we trained for this, and we do exercises on this and we collaborate with this network very frequently on this type of training.

We have the tools and the expertise in house to handle a lot of this ourselves.

But we do rely on our partners, it would be silly not to. So we, we have maintain a long standing relationship with upper water utilities, Cincinnati, being our closest peer because of their proximity to.

But that's true. For all the water systems, all the way up to Pittsburgh.

And downstream for that matter to Evansville, Paducah.

I think this map is helpful, just to give you some visual context of the Ohio river basin the yellow dots representing the sites. These are the, uh, monitoring stations along the river that where we can detect volatile chemicals.

So, getting back to the timeline of the spill.

The train room it was on February 3rd.

If you've read the EPA manifest, there was a big train. 50 railcars and many of those were were chemical containing chemicals. Some dry materials, but mostly chemicals.

So, there was a list of chemicals that we were.

Concerned about from the very beginning, but.

We didn't trigger the emergency response network, the interstate network until we had our 1st detection on the mainstream of the Ohio River.

So, like I said, it was a few days before anything released from the train derailment site, made it off site into the trips into the tributaries and creeks and streams that feed into the Ohio.

And so our 1st, uh, detection of this was that weird in West Virginia.

On February 6th, in the afternoon of February 6, and this was a a very low level of detection.

Right at the level of detection. So the minimum level that we can detect with the instrumentation to put that in perspective, the chemical that we detected was called beetle accurately and that chemical has a health screen level of 560 parts per 1Billion.

We detected it near in the 1 to 4 parts per 1Billion range. So we're, you know, several 100 times lower than any health screening level. any health screening level

So, like I said, that, that detection is what spun everything into motion and we have a rigid spill response protocol that we follow with this network that includes communications with all the effective parties.

All the stakeholders along the river. I chair the committee. That's the water advisor. The water users advisory, so we're, we represent the voices of those people that use the water and the primary.

Interest there being public water systems that use the water for drinking water.

So, that triggered our response next line.

So, for several weeks, we've this, the response team has been collecting samples analyzing samples.

The stations themselves had been collecting samples and analyzing samples.

And from that data set, we based all of our decisions.

That's very important, you know, in in the the social media game that was that followed a lot of this. Um, that we, at no time, we're basing any of our operational decisions. Um, um, on uncertainties. You know, we had actual folks in the field collecting data and informing our decision making processes. Um, there were 2 chemicals that we detected. And 1 was, as I mentioned, it was the highest level detected. So it became our primary chemical of concern. Um, there were a few others that, um, we, we were concerned from a point of view of degradation.

Um, 1 of them was, but in the early going, the focus was on getting the instrumentation to be able to.

The methods that we run to detect these and quantify these levels. So the focus for all the stations was.

Knowing where to look for these chemicals and how to quantitate them on the instrumentation.

So, once the water moved into our river pool, and for some context there, we're in the McAlpine pool because of the and locks and dams. The next pool up is the marklin pool.

And so we like to control and know what's going on in our pool at all times. And so as this thing, as.

The water moved downstream like I said before, there were no detections of the chemicals after the 1st, few days, but we still wanted to track that water for any potential remnants of any chemicals. That would be in that water.

And if that water entered our pool, we were prepared to do frequent monitoring and collaboration with and other upstream utilities. And it's important to note that none of the none of the water that was sampled coming into our pool.

Had any detections of these chemicals, and then based on a river flow predictions forecast of precipitation in the area, you know,

things changed quite dramatically in the middle of this event.

And this thing, the water associated with the upper river where there were detections push through legal, um, on February 20th, Monday, um, you know, around 10 0, a. M. so. so

I do want to say 2 things about this. I think it's important and and.

The way I've been framing this is, I think of this is these are 2 blessings that we received in this event number 1, the weather conditions in the 1st, week of this spill.

We had uncharacteristically high temperatures, ambient temperatures where we had warm weather, and we had really low flow conditions in the river. And so.

In terms of degradation, natural, bio degradation of these chemicals, which are easily biodegradable. That's a really good thing.

And so we had almost a week of upper river bio degradation and then we had rains late in the 1st, week, Thursday, Friday, that rapidly accelerated the river.

And a lot of that extra flow pushed this thing out quickly.

And so, you know, that was the 12 combo that was that was really, really good for, for water quality of the river.

We've been really transparent, or tried to be as transparent as possible with the data that we have collected. Um, it's all been published on our website and Kelly's going to talk about some of that. But.

I just wanted to put this in this slide deck to show you that from the moment this enter to our pool until now. And we're still continuing to monitor the column on the far.

Right is all of our monitoring, which stands for volatile organic chemicals.

And they're all non D techs. We haven't seen any detections of any of the chemicals associated with the train around it.

And that's just a testament to the river, the river system itself. The rain not only moved it through faster, but it also gave us a tremendous amount more dilution even though we weren't detecting anything, even low level.

3 minutes of this chemical were diluted out so I'll hand it over to Kelly for the remainder of years.

Thank you Chris, I hope that you can see now that my job is managing the communications for Louisville water company is to take all this science and make it relevant and relatable and easy to understand.

So, to give you a snapshot of how our communications work, we knew about the spill as you heard from Chris very early on our 1st, customer question actually came in through social media on February 10th. We responded that we were monitoring.

Didn't see this as a big, a big public health. health

But by Monday, February, 13, that was different, we begin to receive a lot of media calls and global water company. I stand by being authentic, transparent, proactive and so we did our 1st.

Media briefing community briefing on February 13rd and that coincide, which.

I hope that all of you solid information that came to you, you are an important part of delivering stakeholder communication along with local Metro, public, health department and, and others here. We have provided regular updates through February 21st. We actually posted our last website story of the week probably on this response. Um, just a couple of days ago. But but what I want to give you a sense of, and I think, I think you all know this, we are, we are living in a different time. It's such a scary thing with an environmental emergency.

And so, this has been a crisis, and I've been at Google water for almost 24 years. Like, nothing I've managed through before from a risk

communication perspective. Um, the reason I wanted to show you the media sentiment here on the right hand side.

You can see how we measure traditional media coverage. coverage

So, this is our local news who we really depend on to get information out and they did a great job. You can see it's mostly neutral or positive. Not a lot of sensationalism with a story like this, which is what we want to see.

On the next slide I want to show just a couple of screenshots of social media.

I am a huge proponent of using social media as a way to deliver our message. I have a 21 and a 25 year old, and they will never watch TV, nor unfortunately, will they probably pick up the hard copy of a newspaper.

So, if I want to get a message to them, I have to be on social media and I think you all know that as well. Unfortunately, though, social media can also be a place of misinformation, rumors, people who perhaps don't read the entire story.

And that is what happened here and so you can see how quickly. how quickly

People seeing something in Ohio, Pennsylvania, West Virginia.

It translates to the local message, so we spent a lot of time over the past week, answering questions, such as.

Why aren't you doing what Cincinnati is doing? Or why don't we see this? Why aren't you doing that action? And as you heard from Chris, what works for 1 water system doesn't necessarily work for us and so trying to put that in context for the community is something.

That isn't always easy. Um, we do have good ambassadors and I appreciate those folks on social media. Um, who chose to chime in many of them were you and I do appreciate your endorsement the last slide and then I think we're going to open it up for your questions.

Um, just want to bring all this.

Together.

We are the drinking water utility for about a 1Million people, but I don't like the word utility sometimes because we're in the business of public health.

We have the community's health in the palm of our hands. We are an anchor in this community for each and every 1 of us to do what we need to do and we take that extremely seriously.

So, every day we're doing what today what we've been doing every day since 860 and that's testing your drinking water, making sure. It's high

quality. Um, we are now at the point where we're helping other utilities that are downstream. So, Chris's team is sharing that information.

What are we finding more importantly? What are we not finding. we not finding

But what do you need to be prepared for, in terms of the community's questions? So, I know we're going to take questions. I mean, I want to apply councilman.

Arthur for inviting us today, we love talking water quality and certainly want to be proactive and how we do it. Um, and we want to be transparent too. So, at this point.

Ask the way you have, you have the experts here.

Thank you so much again for being here. I know you put out so much information, but sometimes for folks, it's just better to break that down. Water it down. Talk about it. A little bit more. We have a few people in the queue, but I'll start off just by asking.

I know you talked about a specific chemical that you tested for that was detected hundreds of miles away. Is there a list that the public can see as far as what chemicals that you were concerned about? It could be concerned about.

You know, even if it's not that, and it's not detected do we know what we're what we're concerned about chemical wise?

Yes, um, I would refer anyone who's interested in that EPA.

Has an extensive website on the East policy and train enrollment.

So if you just Google that, and it'll take you straight to their site, there's also Ohio EPA has the same thing and or has the same thing. O. R. S. A. N. so there's.

3 other websites, other than ours, where you can get, um, the EPA site has the full manifest of the, the rail cars, what they contained what their condition assessment was when the 1st responders arrived and,

and perhaps more information on the there's, there's information on the clean up what they've done throughout the process. I honestly haven't been tracking.

The actual on seeing clean up that closely, because we've been in Ohio River still response mode for the last couple of weeks. Um, but I know that that work still continues, they removed a lot of soil, and they've taken a lot of mitigation actions that are really important for folks to know about.

But a list of the chemicals can you can you can get a list of chemicals from that manifest. Like I said before there was 50 railcars or so. But I

think there were probably 10 different chemicals or so that were released to the environment. And.

Some form or fashion most of them were to use their phraseology. Most of the real cars were pierced and flared, which means they were drained and burned.

So a lot of the chemicals were obviously burned off. And that was a lot of the concern or their airborne exposure. So, there were a few though, that were released potentially released on site, which means they could have gotten to waterways. And, and those were the ones we were most concerned about. Book follow up and then we'll jump to committee members. So concern that I'm hearing from the public is the water company is saying, we don't detect X. But are you testing for other chemicals that potentially spilled or are you waiting until it's detected elsewhere and then you decide to test for it?

No, we, we monitor every single day for this family of volatile chemicals and.

Without going into details of the methodology, we have instrumentation that allows us to screen for anything in that entire family.

So, we're also calibrated for up to 30, 35 of those compounds.

So, we can quantify what those levels are, but even for the compounds that we don't the ones we're calibrated for the ones, we most commonly see spill reports on things that we know are in the basin.

Now, this is a major transportation corridor and a heavily industrialized part of the States. states

So, there's a, there's a family of 30 to 35 that we that we are calibrated for and we can quantify, but we're, we have a library of thousands of these chemicals that we can screen for. And so we can detect the presence or absence of chemicals in that family.

That's that's what we get by running this particular method. method

If that helps, thank you committee member Hudson.

Thank you chairman Arthur. Um, my question is for Mr. Bobby am I pronouncing that? Right? Okay. Okay. Thank you. Sorry.

Um, so my, my concern, and I appreciate all of the testing and all of the monitoring that has been done during this event.

I know that's that's not an easy thing to get through, but my concern is more, uh, down the road, uh, 6 months, 9 months, 12 months down the road once the new cycle has expired from this story.

Some of the chemicals bio degrade through evaporation, and part of them have passed through as you said, that lump in the snake went past Louisville, 2 days ago.

Um, but some of the others settled into the riverbed.

Upstream and, as you know, the Ohio river is a major commerce waterway that dredging operations are continuously, uh, operated on the river.

Is there a way that you get communicated? When.

Dredging operations are happening that would stir up a bloom of the chemicals that have settled into the riverbed. So that. You you're looking for it before the next level and the snake comes to Louisville. Yeah, my 1st, reaction was going to be.

We have the continuous monitoring in place through the system to keep our eye on that ball. That's important that we don't stop looking and I think of it more in terms of surveillance, rather than monitoring. Right we're we're looking for things that shouldn't be there.

And we won't stop doing that, but to your point about dredging operations, that's a really good point, um, through or because they're an interstate commission that is governed and ran by the state authorities each state, each base and state. Having membership on the commission, we have access to permits request for dredging operations that affect the mainstream of the river and that allows us to have a window into commenting on permits as well as just general awareness of the operations that might be approved for the main stem, so I think there are mechanisms in place for that notification and if, but certainly.

Even if an operation like that were to to continue.

If there was a resulting release of a chemical that may have been embedded in the sediments, as you said. Um, I think there's reassurance, knowing that we have the 17 monitoring stations, continuously running to be able to detect anything.

They shouldn't be there.

And that, that would trigger a whole nother round of spill notifications and emergency response when we, if we were to see something like that.

All right, thank you for that response. And can I ask that a control loop be put in place such that when a operation is conducted upstream that.

That you ask to be notified so that you're.

The extra alert to to a balloon that might be stirred up.

I I think that's a good comment and actually.

Spencer, Bruce, who is president of global water company is a member of, or or a member of the board.

And so I think we can take that request to our, and see what type of procedures could be put in place to notify all the utilities along the Ohio river basin of those type of events.

Thank you so much. I'll Thank you. You mentioned Cincinnati earlier and how we're different. We don't have to do what other companies do. Could you just give us a quick?

This is why just to break that down because people can assume, but what we need to hear from the experts, why did Cincinnati shut down too early? And we did not.

Yeah, um, Susan is.

Plant is designed differently than ours, and they have.

From reports, I've received 2 to 3 days of raw water storage, which would be untreated water storage. Um, that gives them the forest and the opportunity to be able to shut down their intake for a period of time. For us.

We don't have that type of storage in Louisville and so.

Knowing that we can't shut down, we have to be able to treat everything.

That's why the research in the early going into what our treatment response is going to be in what treatment, you know, is effective was critically important and to have the instrumentation in place to be able to monitor for these chemicals.

And to be able to do test run tests to see what treatment is effective is also important. So, all of that, I was talking about earlier with the instrumentation and, and the testing research that we did. Um.

Going to happen if we didn't have the equipment and the instrumentation and the scientists to be able to do that.

So, for us, it's it's primarily carbon is our treatment strategy and that's, um, recommended.

Um, treatment, mechanism, treatment, technology for organic spills and.

Carbon is pretty much used by all the river systems, all the systems along the river. And that's that's what we did. And we've been feeding carbon. We're still feeding carbon just as a out of an abundance of caution, even though we didn't see anything.

We just want to make sure that we have multiple barriers in place for protection water quality.

Minimum a Baker, thank you chair. I know that you 1, thank you all for being here and being forthright, uh, for your efforts. But you talk about on the front end.

1 of the efforts was, you were pumping additional carbon into the water along the waterway. Is there any other for the public? What are some of the other preventative things?

Because I think we all can agree from what I'm hearing is that we dodged the bullet is that that's what we're kind of hearing as far as.

Or, as it could be a lot worse is my take that you guys have preventative measures where it has not come down string yet. Okay. So, in the fact that.

What efforts are we putting in place now that if East Palestine, or how is global? Kentucky.

What efforts are we are you guys furthering doing to work with whether it be working with the EPA are working with your facilities itself going forward.

So, I'll, I'll let Chris address how effective carbon is at treating these types of spills. I would, I would couch the incident a little bit differently, because I don't believe we dodged a bullet.

I think this particular incident was easy for our water quality team to manage.

There have been other spills on the Ohio River, and we have the treatment strategy in place whether that spill is in East Palestine.

Or whether it's at the confluence of, of, of the Kentucky river, that comes in, you know, closer to our, our intakes and the primary strategy that we have in place again, for all of these types of incidents would be the use of carbon, which is incredibly effective at that treatment.

Yeah, yeah, we're fortunate given that we can't shut down or if we, you know.

We have to have multiple, uh, we call them stages of carbon treatment and the reason is, it goes to the mechanism of how carbon works. So, carbon is activated charcoal. So it's heated up.

It's very porous. It actually physically removes organic chemicals through.

Through charge, most organic chemicals are negatively charged and they.

The physical of the activated carbon, and so, for water systems on, like, on a river system, where you might encounter contaminants like this. Every stage of carbon treatment gives you greater than 90% removal. So, in Louisville we have 3 stages of carbon treatment. So we can feed carbon at 3 different places in sequence in our process. So we can get 90% removal in the 1st wave stage. wave stage 90% removal in the 2nd stage 90% move on a 3rd stage and so that affords us a great ability to physically remove contaminants that are at really high concentrated levels.

Not anywhere close to what we saw with this particular incident so we're feeding carbon out of precaution now, but if it were to be much worse as you say, like, we would still have the capacity to treat that effectively. Okay.

And we have additional data to, you know, for process water so that we can back that up with actual numbers. Right.

We're not if, if there was a reason to feed carbon, then we would have both the untreated without carbon numbers and the treated carbon the treated numbers.

To show the removal, it's important for us to track that.

I, I, thank you. Um, I used dodged the bullet for a reason, and you answered just wanted you to. And the reason why I said that.

For for the senior, or the person who has nothing to do about chemicals and concern that, let's just say they have a high school diploma. Can you break it down? Just for the general public where.

We are in the process of this of East Palestine, Ohio, because, as you said, social media, public, you have 2 sides of the spectrum.

Right. So when when when the average person.

Is listening to us sometimes it comes across and this is not even necessary for me that, hey, we will save, you know, they say the wires.

Get the drink, we dodged a bullet, as I said, and I wanted you to say that. So our general public knows just more of a clarity of where we are in the process. If you could.

Make it a little more layman's to where we are in it in the process. Thank you. Yeah. Well, I mean, if it's any constellation, my daughter who lives in Washington D. C. ask me if there was a concern. So I get it. It's real.

So so, where we are in the process, there's a couple things I want to back up on what Chris Chris said is.

The Ohio river is this amazing, long, wet interstate highway.

There are barges every day, going up and down.

There are farmers that do work. There is industry along the river and so when something happens in Huntington.

Driving it yeah, you can get there pretty quickly, but think about the water that travels. So it kind of put it in perspective every day. If you stood on the banks of the Ohio River, 75Billion gallons of water are going by us every day.

75 Billion yesterday lose water, pumped 110 Million, gallons of water. So the river is a huge advantage for us when it comes to a spill, especially when you're talking about deluding that spill and the river flow when Chris talked about the rain and talked about the dry weather.

Those are huge advantages for us. The other point that he made about just adjusting that treatment strategy. There is a playbook for this and it changes almost hourly. And so, you know, based on what Cincinnati.

you know based on what Cincinnati

He's doing, you know, our scientists may have had to make that decision to say, do you want to control the flow of water that's coming into the plan? Maybe just for a little while because we know it's going to pass really quick.

But this is what that team does every single day. So, you know, I do think, has it raised awareness of water quality?

I hope so. Um, has it raised awareness of just the value of the, the Ohio river? I really hope so. So, hopefully that helps put it into context. Um.

Maybe for some people, they love the science, some people.

They just want to know, can I drink the water? And the answer to that is yes.

Thank you cheers vice chair Parker.

Thank you Mr. chair and thank you guys for being here. Um, so just for layman's terms as we go back to counseling.

Is the brunt of this bill passed us? And how long will you continue to monitor?

Did I hear you say that you continue to monitor and definitely for particulate matter, just like this and then if you can real brief briefly address the carbon,

when it bonds with those negative ions or what not, how do you filter that out? I mean, does all that get filtered out and if it doesn't get filtered out.

What does that carbon? Do? If we drink it? I'll take the 1st part like Chris answer the carbon. So, in layman's terms, how I would say it.

We are done with the spill as of today, with what we know, um, any water that could have contained any remnants.

From that derailment went by level on Monday.

It's it's gone, it's down river that water is past livable. Now, does that mean we stop monitoring? Absolutely not.

We do monitoring every single day for that family of, of which these chemicals were part of.

There are 30 that we actively look for, and that our instruments are are calibrated to measure, but if we get a blip on something else up river.

That's when Chris's team goes into action to say, hey, what is that? And do we need to use carbon? And then to your question of if we do use carbon, what happens after we soak all that stuff up.

I'll let I'll let Chris address more of that treatment question for you.

So I think that and I was just looking over Chris over my shoulder at Chris and so the carbon is filtered out through our, our normal treatment process.

So, it's it doesn't remain in the finished drinking water.

Use carbon a lot for taste and odor control if you think about, um.

Your refrigerator a little bit. That's the easiest analogy I can get. It's not exactly the same, but if you have a filter on your refrigerator, you're doing it a lot of times for maybe you don't particularly like the taste or the or your home plumbing.

You have some concerns about and so that's that's that's a treatment strategy for us as well.

Thank you. Good question. Mm. Hmm. All right. I'm going to take us home, but just a few more questions. 1 is about the data you put out, which I'm sure everyone appreciate seeing some of their raw data.

The recent update on your website that shared those tests between February the 3rd and February the 21st. It appears again there's no real differences in terms of the water quality. You're not detecting any of the chemicals.

Your quality reports show that you have on average about 200 tests per day, the test you shared on line.

We say a couple dozen on February the 20th about a dozen of February, the 19th 3 tests on February, 21st and less test for other dates. Where could the public see raw data showing results?

From the hundreds of tests that are happening daily. So there's, there's 1 thing that you can easily do today. Um, you can go to com, you can click on water quality.

And you can click on the annual water quality report. So lieu of water, every public drinking water provider is required every year by the Environmental Protection Agency to produce a report card. It's called the consumer confidence report. We give it to you by July.

1st, every year. You'll you'll see it in your bill that report contains.

The required testing by the Environmental Protection Agency of all the hundreds of thousands of things were required to test for.

What do we detect? And at what levels? And did we have a violation.

And we do not have any violations at global water. So when Chris talks about those hundreds of tests.

Some of them are required by the EPA, and you can see a summary of the data in that report. Some of the other things we test for on a regular basis are not necessarily regulated, but they're aesthetic.

We do a taste test every day at Louisville water. We do an odor test. The, the perception of our water quality is really important to us. I think councilmen if you have a particular question about the larger list.

I think chris's team would be happy to share that with you. It will be massive, though. Yeah, so what we do on the Web site is we provide the summary.

In terms of the water quality report and just so, you know, too, there are a lot of businesses in Louisville, especially in the food and beverage, or even an industry that need a very specialized water quality report. Maybe they need to make sure the recipe of our water is good for their manufacturing.

We actually have a long list of customers who our water quality team works with on a regular basis to give them that data.

So, we'll, you know, it's there's 1 mass data that the public, and see a lot of our customers, especially on the commercial side. They have very individual needs, and we work with them on a on an individual basis.

Understood not follow up to see if we can get all of that data. So, the 2nd question is around outreach and communications and the timeline still happened February. 3rd.

Said your 1st customer question that can come in until February the 10th.

Almost a week later and then your 1st, community briefing was February the 13th? Yeah, that was also when metro council received an email from.

For the Vince over here, so I personally heard about this on Twitter that was the 1st time I saw it, and it was just filled with rumors.

So, my ask would be that when something like this happens, we don't wait 10 days later to have a press briefing because at that point, you got a bunch of rumors, a bunch of misinformation floating around and people are terrified and water.

We use it all day. Every day, so I'm just hoping that in the future, we can make sure that we're proactive and not reactive to them.

The spreading rumors, there's 2 takeaways I have from this, and I will acknowledge that I knew about the spill February 3rd or 4th, because I get the daily reports from our water quality team.

We see reports every day and this 1 didn't raise an eyebrow. Um, you heard Chris say it was never a public health concern for us however.

Knowing what I saw on Twitter now, and going back, it's always easy to go back and reflect.

I think we could have been more proactive now, would it have stopped the rumors? I have no idea, but I think we are the trusted source for water quality and our community deserves to hear from us. The other thing I think that is a lesson learned for us is the power of numbers and data.

We can tell you that it's safe to drink and we know based on research that our customers trust us.

But in a case like this, the data.

Led to clarity for so many people and so with that regard, I think we could have shared Chris's water quality data even sooner than we did.

We still got questions when we shared it and I can't make everybody happy, but I think being transparent a little bit earlier could have helped as well. Um, so on that, you know, for any of, you.

We want to make sure we never break the community's trust. Um, I know all of you do either coffee with your constituents, you host public meetings.

You're out walking in the community, you have schools in your neighborhood, you have churches in your boy scout groups.

Invite us, we have a whole education and outreach team. We will meet with your community.

We will bring hands on experiments. Of course, we'll bring local, pure tap bottles and we'll make sure you're drinking water, but we want to make sure that you feel confident in the work we do every day.

And it's free, so drink up in the programming is free. Yeah. The only thing I was going to just add real quickly.

Thank you for that question, because 1 of the things that we're going to do both with the water quality team, and with Kelly's communication team is do a debrief of this incident. Right? What did we do?

Well, what could we do better and I do think, as Kelly mentioned 1 of the things that we can do better is being a little bit more proactive on that social media front. Yeah.

We appreciate that I have folks hit me up saying, record a video you drinking the water, like Obama or something. So my last piece is just tell us where people can call email.

Facebook, what's the best way for people to get questions to answer from the wall so, if you ever have a question about global water, whether it's water quality or something you saw in the community, you can go to our website.

There are several options to send us an email, whether it's an education or a customer service related question. I think, you all know, by now we're active on Facebook and Twitter and Instagram so you can also tag us there. And now you have all of our contact information.

So if there's a way that we can help you out, please don't hesitate to ask.

All right, thank you all so much. I don't see anyone else in the queue going once going twice this Thank you all for being here. All right, thank you. Again. We'll be back in a couple of weeks talking about another utility. Oh, we're adjourned. Please. Thank you very much. Thank you.