



On October 4, 2007, a 42" filtered water line in the 8 million-gallon-daily (mgd) new section of the Roger Q Mills Jr Water Treatment Plant failed resulting in an emergency plant shut down.

All treatment was transferred to the 16 mgd older part of the plant. However, the fluoride injection point for the entire plant was located at the point of the failure.

The Arkansas Department of Health was notified of the shut down and that fluoride was not being injected into the treated water.

Fluoride is a water additive which promotes strong teeth. However, it is not a required part of the water treatment process.

It was discovered that the pipe wall had corroded due to the low pH levels. (The acidity- or basicity- of a solution is measured using the pH scale.)

Repairs to the water line were completed in late May. At that time, the fluoride injection was not put back on line while Conway Corporation worked with our consulting engineers to

find a way to resume the fluoride feed.

In June, we were presented with two options; both will require us to neutralize the fluoride by raising the pH.

Currently, Conway Corporation is reviewing each of these options.

While the operational decision to suspend fluoridation was made in October, we do not have plans to permanently eliminate fluoridation from our treatment process.

We had focused all our attention on making the necessary repairs to get the full plant back in op-

eration, and in doing so neglected to notify our customers.

In hindsight, Conway Corporation should have notified the public earlier. We apologize, and pledge to keep you informed about our progress in resuming fluoridation.

RICHARD ARNOLD
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