

**VIRGINIA DEPARTMENT OF HEALTH
MANDATORY NOTICE TO CONSUMERS
OF VDH DETERMINATION OF THE CITY OF GALAX
WATERWORKS
FAILURE TO ADDRESS SIGNIFICANT DEFICIENCIES**

The Virginia Department of Health, Office of Drinking Water (“VDH”) has mandated that the City of Galax (“City”) notify you of their determination that our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we have done to correct this situation.

Technical assistance visits conducted on June 13, 2024, and July 9, 2025, by the Virginia Department of Health, Office of Drinking Water found a rusting power transformer that needed to be replaced. VDH required the City to take action to correct these deficiencies by a set deadline. However, we did not meet the required deadline. This resulted in a technical violation of VDH requirements, but did not cause contamination to the drinking water. Our routine water quality testing was performed regularly and revealed no violations of applicable health standards.

What should I do?

The transformer was replaced without any impact to public health. There is nothing you need to do. You do not need to boil your water or take other corrective actions. If there had been potential health impacts, the City would have advised you to consult your doctor if you had specific health concerns.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

What is being done?

We worked with our consulting engineer and the Office of Drinking Water to address this situation, and the transformer was replaced as of February 19, 2026.

For more information, please contact:

Michael Burnette, City Manager

City of Galax

111 East Grayson Street

Galax, Virginia 24333

276-236-2131

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by the City of Galax. State Water System ID#: 1640243

Date distributed: _____

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